

CANADA  
PROVINCE OF QUÉBEC  
DISTRICT OF MONTRÉAL

SUPERIOR COURT  
(Class Actions)

No.: 500-06-001428-255

PIERRE GAUDREULT  
-and-  
LÉA GAGNON

Plaintiffs

v.

AMAZON.COM.CA, ULC  
-and-  
AMAZON TECHNOLOGIES INC.  
-and-  
AMAZON.COM, INC.

Defendants

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**APPLICATION OF THE DEFENDANTS AMAZON.COM.CA, ULC,  
AMAZON TECHNOLOGIES INC. AND AMAZON.COM, INC. FOR LEAVE  
TO ADDUCE RELEVANT EVIDENCE AND, SUBSIDIARILY, TO  
EXAMINE PLAINTIFFS PIERRE GAUDREULT AND LÉA GAGNON  
(Articles 574, 575, 18 and 19 CCP)**

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TO JUSTICE CATHERINE MARTEL SCJ, SITTING IN AND FOR THE DISTRICT OF  
MONTREAL, THE DEFENDANTS, AMAZON.COM.CA, ULC, AMAZON  
TECHNOLOGIES INC. AND AMAZON.COM, INC (“AMAZON”) RESPECTFULLY  
SUBMIT THE FOLLOWING:

**I. Introduction**

1. On October 10, 2025, the Plaintiffs filed an *Application to Authorize the Bringing of a Class Action & to Appoint the Plaintiff as Representative Plaintiff*, which was later amended on November 19, 2025, the whole as more fully appears from the Court record (the “**Application**”);
2. As appears from the Application, the Class Action is sought on behalf of the following class:

“All persons residing in Quebec who were enrolled in and who were charged for an Amazon Prime subscription without their informed consent and/or who experienced unreasonable obstacles when attempting to

cancel their subscriptions, resulting in continued charges beyond their intention, or any other group to be determined by the Court”

3. The Plaintiffs allege that the Defendants engaged in deceptive marketing and unfair commercial practices in violation of the *Consumer Protection Act* (CQLR, c P-40.1), the *Civil Code of Québec* (CQLR c CCQ-1991) and the *Competition Act* (RSC 1985, c C-34) by enrolling consumers in paid subscriptions without their clear and informed consent as well as by designing cancellation processes that present unreasonable obstacles to terminate said memberships;
4. The Plaintiffs suggest the following issues of fact and law to be dealt with collectively for the purposes of the proposed class action, as appears from page 18 of the Application:
  - a) Did the Defendants engage in unlawful practices through their conduct regarding their Amazon Prime subscription process?
  - b) Did Amazon use manipulative interface designs or “dark patterns” (e.g., pre-checked boxes, confusing buttons, or misleading wording) to encourage consumers to enroll in Amazon Prime without clear or explicit consent?
  - c) Did Amazon design or maintain an unnecessarily difficult, confusing, or time-consuming cancellation process for Amazon Prime?
  - d) Did the Defendants’ practices with respect to the Amazon Prime subscriptions violate the Consumer Protection Act, the C.C.Q., the Competition Act, and or other relevant legislation?
  - e) Are the Defendants liable to the Class Members for reimbursement of the amounts that they paid for their Amazon Prime subscriptions without their consent as a result of these practices?
  - f) Should an injunctive remedy be ordered to prohibit the Defendants from continuing to perpetrate their unlawful, unfair, misleading, and/or deceptive practices?
  - g) Should Amazon be ordered to implement corrective measures, including:
    - Clear and conspicuous disclosures of cost, renewal, and cancellation terms;
    - Affirmative express consent to enroll; and
    - A simple, immediate, and accessible cancellation process (“Click to Cancel”)?
  - h) Are the Defendants responsible to pay punitive damages to Class Members and in what amount?

## **II. The Evidence Defendants Seek Leave to Adduce**

5. The Defendants seek to adduce evidence for the hearing on authorization to clarify certain factual points that are misstated, incomplete or misleading in the Application related to the enrolling and cancelling processes of Amazon Prime Canada ("**Prime**");
6. The Defendants seek leave to adduce an affidavit from Michelle Emaelaf, Head of Marketing and Prime for the Amazon.ca store, which is operated by Amazon.com.ca ULC, filed in support of the present application as **Exhibit ME-1**, which refers to the documentary evidence identified as **Exhibits A to T**. The affidavit, along with its exhibits, consists of evidence with respect to:
  - (a) Prime, being a monthly or annual paid subscription service that combines shopping, entertainment and other benefits, including fast, free delivery, access to digital content and other member perks;
  - (b) The various pathways through which customers may enroll in Prime;
  - (c) The types of Prime subscription offers available to customers, including promotional trial offers (the "**Promotional Trials**"), such as free 30-day trial offers available subject to eligibility criteria, and standard paid subscriptions, as well as the evolution of such offers over time, including that customers located in Quebec were not presented with Promotional Trials prior to March 2022;
  - (d) The enrollment flows and user interface processes through which customers may subscribe to Prime, across desktop and mobile browsers and over different time periods, as illustrated in exhibits A to J;
  - (e) The communications provided to customers upon enrollment in Prime, including a welcome email sent following enrollment, which sets out, among other things, the renewal date, the amount to be charged upon renewal, instructions and links to cancel the membership, options to set renewal reminders, and information regarding Prime benefits, as illustrated in Exhibit K;
  - (f) The processes through which customers may cancel their Prime membership, the various entry points through which customers may access these processes, and the refund mechanisms applicable in certain circumstances, including where customers cancel without having used Prime benefits, as illustrated in exhibits L to P;
  - (g) The Prime subscription history and usage of the Plaintiffs, including Mr. Pierre Gaudreault's and Ms. Léa Gagnon's respective enrollments in Prime, as reflected in Amazon records, and their use of Prime benefits during their subscription periods, as illustrated in exhibits Q to T.

7. This evidence is useful and necessary to complete and correct the factual background and numerous allegations of the Application and to enable the Court to perform its analysis of the criteria set forth in article 575 CCP.

### **III. The Examination of Plaintiffs Pierre Gaudreault and Léa Gagnon**

8. The Application for leave to examine Plaintiffs Pierre Gaudreault and Léa Gagnon is only subsidiary to adducing evidence presented in paragraphs 49 and 50 of the affidavit of Michelle Emaelaf, **Exhibit ME-1**, and of the supporting Exhibits Q to T, which reflect the Plaintiffs' use of Prime Canada.
9. The deposition of Plaintiffs Pierre Gaudreault and Léa Gagnon, should it be granted subsidiarily, has as an objective to adduce the following evidence:
  - (a) The Plaintiffs' personal experiences with the enrollment and cancellation processes for the Prime Canada Services, including the alleged obstacles encountered in connection with those processes;
  - (b) The use by the Plaintiffs of the Prime benefits;
  - (c) The scope of the Class as currently proposed by the Plaintiffs.
10. The undersigned lawyers estimate that the examination of Mr. Gaudreault and Ms. Gagnon will not exceed two (2) hours and suggest it be held out of court, prior to the authorization hearing.
11. The above stated evidence is essential to a proper determination of whether the Plaintiffs' proposed class action should be authorized against Amazon;
12. The present Application for Leave to Adduce Relevant Evidence is well founded in fact and law.

### **FOR THESE REASONS, MAY IT PLEASE THE HONOURABLE COURT TO:**

- A.** **GRANT** the present *Application for Leave to Adduce Relevant Evidence and, subsidiarily, to examine the Plaintiffs Pierre Gaudreault and Léa Gagnon*;
- B.** **ALLOW** Defendants Amazon.com.ca, ULC, Amazon Technologies, Inc. and Amazon.com, Inc. to file the Affidavit of Michelle Emaelaf as **Exhibit ME-1**, which refers to the documentary evidence identified as **Exhibits A to T**;
- C.** **SUBSIDIARILY** to allowing Defendants to file paragraphs 49 and 50 of the affidavit from Michelle Emaelaf, Exhibit ME-1, and of supporting Exhibits Q to T, **GRANT** Defendants Amazon.com.ca, ULC, Amazon Technologies, Inc. and Amazon.com, Inc leave to examine the Plaintiffs Pierre Gaudreault and Léa Gagnon out of Court, prior to the authorization hearing, regarding the issues outlined in paragraph 10 hereinabove;



- D. **RESERVE** Defendants Amazon.com.ca, ULC, Amazon Technologies, Inc. and Amazon.com, Inc.'s right to submit the transcript of the Plaintiffs Pierre Gaudreault and Léa Gagnon's examination and the Exhibits and documents produced during the examination or as undertakings, in whole or in part, as evidence at the authorization hearing;
- E. **THE WHOLE**, with cost to follow suit.

Montréal, June 19, 2026



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**Borden Ladner Gervais LLP**

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## NOTICE OF PRESENTATION

### ADDRESSEE(S):

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*Lawyers for Plaintiffs*

**TAKE NOTICE** that the foregoing *Application of the Defendants Amazon.Com.Ca, ULC, Amazon Technologies Inc. and Amazon.Com, Inc. for Leave to Adduce Relevant Evidence and, Subsidiarily, to Examine Plaintiffs Pierre Gaudreault and Léa Gagnon* will be presented for hearing and adjudication before Honourable justice Catherine Martel of the Superior Court, at a date and time to be determined by the Court.

**KINDLY GOVERN YOURSELF ACCORDINGLY.**

Montréal, June 19, 2026



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**Borden Ladner Gervais LLP**

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CANADA  
PROVINCE OF QUÉBEC  
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PIERRE GAUDREAU  
-and-  
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AMAZON.COM.CA, ULC  
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AMAZON TECHNOLOGIES INC.  
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AMAZON.COM, INC.

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## AFFIDAVIT OF MICHELLE EMAELAF

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I the undersigned, **MICHELLE EMAELAF**, practising my profession, at 440 Terry Ave N, City of Seattle, in the State of Washington, in the United States of America, solemnly declare that:

1. I am the Head of Marketing and Prime for the Amazon.ca store, which is operated by the defendant Amazon.com.ca ULC ("**Amazon Canada**"). I have been in this role since January 2023.
2. As a result of my employment, I have personal knowledge of the matters hereinafter deposed to, except where I have obtained information from others. Where I have obtained information from others, I verily believe that information to be true.
3. Prior to affirming this affidavit, I have reviewed the Applicants' *Amended Application for Authorization to Institute a Class Action & to Obtain the Status of Representatives Plaintiffs* (the "**Amended Authorization Application**") and the exhibits in support thereof filed in this proceeding.

### **I. OVERVIEW OF THE AMAZON.CA STORE AND PRIME**

4. Among other things, Amazon Canada has primary responsibility for Amazon Prime Canada ("**Prime**") and operates the <https://www.amazon.ca> store where customers can purchase retail products and services (the "**Amazon.ca Store**").

5. Prime is a monthly or annual paid subscription service that combines shopping, entertainment and other perks, offering a wide range of benefits to subscribers, including fast, free delivery on many items; access to a library of free movies and TV shows through Prime Video; free music streaming, online video gaming, e-books, and unlimited photo storage; and exclusive shopping deals and discounts.

## **II. ENROLLING IN PRIME**

6. There are numerous ways that customers can sign up for Prime during their interactions with Amazon.ca Store webpages and other services, including but not limited to during shopping activities or the checkout process.
7. At these numerous sign-up locations, there are also a variety of promotional trials of Prime that may be offered to customers. One such promotion is a free 30-day trial, which may be offered to customers who have never been Prime subscribers, or who meet other timing and usage-based eligibility criteria. Not all Prime members subscribe to Prime through a promotional offer. In addition, customers located in Quebec were not presented with any free trial offer for Prime before 2022.
8. The specific enrollment experience that is presented to each Amazon.ca customer is personalized based on several factors unique to that customer, such as their prior interactions with Amazon.ca, their eligibility for Prime promotions, their age, their student status as well as the items in the customer's cart or the item they are browsing, and their delivery address.

### **A. Full-Priced and Promotional Offers**

9. The types of offers presented to customers seeking to sign-up for Prime vary, but fall into two general categories: promotional trials and standard, full-priced subscriptions.
10. Promotional trials include, but are not limited to, free 30-day trial offers. As of June 2026, customers are eligible for a free trial if they have never been Prime subscribers, or to customers who have previously subscribed to Prime through a free trial offer provided that: (i) it has been at least two months since their last free trial; (ii) they have not had more than two free trials in the previous twelve months; and (iii) they did not use Prime Music or Prime Video benefits during any previous free trial. These eligibility criteria may vary based on promotional events.

11. While the enrollment flows described below in paragraphs 20-27 (and the exhibits referenced in those paragraphs) focus on this free 30-day trial offer, some also reflect other offers as they arose at various points. Accordingly, each of those exhibits only represents a specific point in time; they are not representative of all the offers that customers may have been presented with, and accepted, throughout the proposed class period to enroll for Prime in the Amazon.ca Store. As previously mentioned, customers located in Quebec were not presented with any free trial offer for Prime before 2022. For greater certainty, any references herein to such offers should be understood as referring only to the period following 2022.
12. Regardless of the specific promotional trial any customer accepts, all customers can cancel their trial at any point to avoid ever paying for a standard monthly or annual subscription for Prime, whether or not they have used any benefits during the trial period. For example, if a customer cancels a free trial during the trial period, they will not pay anything for Prime.
13. Moreover, if a customer decides to become a paid subscriber, they can cancel their paid subscription at any point (by following the process I describe below in the “Cancelling Prime” section), with no obligation to pay for any future payment periods.

#### **B. Sign-up on Amazon.ca**

14. Customers must open an account on Amazon.ca before they purchase products or services in the Amazon.ca Store, use other Amazon products, systems, or applications, or use software provided by Amazon in connection with any of the foregoing, including Prime.
15. In the Amazon.ca Store, a customer can create an account by first clicking on the “New Customer? Start here.” icon. After clicking on that icon, the customer is taken to a “Create account” sign-up page. A copy of the “Create account” sign-up page in the Amazon.ca Store is attached as **Exhibit “A”**.
16. Alternatively, if a customer adds an item to their cart in the Amazon.ca Store without having first signed-in to an existing Amazon.ca account or creating an account, they will be taken to the sign-in page when they click “Proceed to Checkout”. The bottom of the sign-in page reads “New to Amazon?” with a button that says “Create your Amazon account”. A copy of the sign-in page in the Amazon.ca Store is attached as **Exhibit “B”**. Clicking on the “Create your Amazon account” button leads to the same “Create account” sign-up page at Exhibit “A”, above.
17. Customers are also prompted to sign-in or sign-up in these same ways on Prime Video.

### C. Prime Sign-up Locations and Processes

18. Once signed in, there are many locations throughout the Amazon.ca Store that offer customers the opportunity to sign up for Prime. Below I describe the checkout-related sign-up locations and their associated sign-up processes, which account for approximately half of Prime sign-ups each month. Customers may also sign up for Prime separate from any checkout activities, such as on Amazon.ca/Prime (“**Slashprime**” page), or through clicking on offers for Prime displayed on various pages on the Amazon.ca Store.
19. Customers may also sign up for Prime through other Amazon systems and affiliates that are not in the Amazon.ca Store.

#### (i) Product Detail Page Offer

20. When browsing Amazon.ca on a desktop browser, prior to entering the checkout process, a customer may place an item in their shopping cart from that item’s product detail page (a “**PDP**”). The PDP is a one-page display that provides customers with specific product information such as a product’s price, ratings, size, colour, and other relevant information. From the PDP, customers can select a button labeled “Add to Cart”, which allows customers to add a product to their cart and continue shopping, or a button labeled “Buy Now”, which allows customers to proceed directly to the checkout process.
21. The PDP for Prime-eligible products also displays an offer for eligible customers to try Prime, located above the purchase panel on the righthand side of the page. Minor changes to the appearance of these offers were rolled out in June 2025, however the general steps remain consistent.
22. Attached as **Exhibit “C”** is a table depicting and describing the enrollment process from a Prime-eligible PDP on a desktop browser prior to June 2025. Attached as **Exhibit “D”** are tables depicting and describing these processes from June 2025 to date on both desktop and mobile browser from June 2025 to March 2026. Attached as **Exhibit “E”** are tables depicting and describing these processes from March 2026 to present on both desktop and mobile browser. From June 2025 to present, customers proceeding through this flow are directed to either the Universal Prime Decision Page (the “**UPDP**”) or the White Label Pipeline (“**WLP**”) pop-up or page, depending which button they click on a Prime-eligible PDP.

#### (ii) Checkout from Cart

23. There were three major iterations of the process to enroll through the checkout pathway:
  - (a) **March 2026 to present** – Attached as **Exhibit “F”** are tables depicting and describing the enrollment processes through the checkout pathway on both desktop and mobile browsers from March 2026 to present, which navigate through the UPDP/WLP and the applicable Single Page Checkout (“**SPC**”)

pages where customers confirm their payment and delivery methods and complete their order.

- (b) **June 2025 to March 2026** – Attached as **Exhibit “G”** are tables depicting and describing the enrollment processes through the checkout pathway on both desktop and mobile browsers from June 2025 to March 2026, which navigate through the UPDP/WLP and the applicable SPC pages where customers confirm their payment and delivery methods and complete their order.
- (c) **November 2022 to June 2025** – Attached as **Exhibit “H”** is a table depicting and describing the enrollment process through the checkout pathway on a desktop browser from November 2022 to June 2025, which involved an earlier version of the applicable SPC. Throughout this and the current, post-June 2025 process, a non-Prime delivery option is always pre-selected, so a customer with payment information already on file may proceed to place their order without Prime in as little as one click, by clicking the prominent yellow “Place your order” button.
- (d) **Prior to November 2022** – The Amazon.ca checkout process involved a different interface in which customers progressed through various pages. Customers were presented with an option to enroll in Prime on the shipping options page, which required customers to choose their preferred shipping speed. Customers could choose from a variety of shipping options, including Prime’s free and fast shipping option by enrolling in Prime. Attached as **Exhibit “I”** is a table depicting and describing the enrollment process through the checkout pathway on a desktop browser prior to November 2022.

**(iii) After Checkout**

- 24. After making a purchase in the Amazon.ca Store and being redirected to the checkout confirmation page, there may be another promotional offer to try Prime, including the 30-day free trial offer, although this only became available to customers in Quebec in 2022. A customer can ignore this offer, unless they would like another opportunity to learn more, in which case they can click the “Try Prime” button.



**(iv) Homepage/ Slashprime**

25. The Amazon.ca Store homepages may also include an advertisement to “Join Prime” (such as during Prime Day). At times there may also be a “Prime” tab in the Amazon.ca Store homepage menu bar. Hovering over this tab opens a flyout window offering a promotional trial of Prime. Clicking on this “Join Prime” button on the homepage, or on the Prime tab flyout offer leads a customer to the Slashprime information page (Amazon.ca/Prime), which details Prime benefits and plan options (paid monthly or annually), answers FAQs, and may offer a promotional trial, such as the free 30-day trial (again only applicable to customers in Quebec as of 2022). Attached as **Exhibit “J”** is a table depicting and describing the enrollment process from the homepage on a desktop browser and on a mobile browser for Amazon.ca, including the Slashprime page.

**(v) Mobile Variations**

26. Customers can also enroll in Prime while shopping or browsing the Amazon.ca Store on their mobile devices, whether in a mobile browser or the Amazon app. Recognizing that mobile screens are smaller than desktop screens, the price and duration of the relevant Prime membership are presented “above the fold” (*i.e.* they are displayed on the “top” of the page so the customer can see them without needing to scroll down the page).
27. As can be seen in the mobile screenshots included in Exhibits “D”, “E”, “F”, “G” and “J”, the offers to enroll in Prime presented on the UPDP/WLP pop-up or page, the homepage, the Slashprime page, a PDP, on the cart page, and on the SPC on a desktop mirror those on mobile devices, as did the earlier versions of the checkout enrollment processes.

**D. Prime Welcome Email**

28. Customers receive a welcome email after signing up for any trial of Prime, regardless of which pathway they follow to enroll. An example of the standard form Prime welcome email dated May 2025 is attached as **Exhibit “K”**. At the top of the welcome email is the renewal date (for example, 30 days from the start of the free trial, in the case of the 30-day free trial offer), and the amount to be charged on the renewal date and monthly (or annually, as may be the case) thereafter – unless the customer cancels the trial before the stated date, or else until the customer cancels their membership. The welcome email also includes: (i) information about how to cancel; (ii) a link to the webpage where the customer begins the cancellation process; (iii) a link to set up a renewal reminder in order to be notified prior to being charged; and (iv) information about the current Prime membership benefits as applicable, and a link to view these current benefits.

### III. CANCELLING PRIME

29. As of October 2024, customers complete a two-page process to cancel their Prime membership. Prior to October 2024, the cancellation process had three pages. Customers can cancel on a web browser on either desktop or mobile or on the mobile app, or by contacting customer service by phone, email, or the chat feature. However, these processes, and the below descriptions of the processes, do not apply to customers who signed up for Prime on Android (including through Google Play). These subscribers must cancel through Google Subscription Services on their Google Play app, which I describe in greater detail below in paragraph 43, in the “Mobile Variations” section.

#### A. Two-Page Cancellation Process

30. Attached as **Exhibit “L”** is a table depicting and describing the two-page cancellation process on a desktop browser, which I describe further below.
31. There are numerous pathways a customer may take to enter the two-page cancellation process. They may do so at any time on the Prime Membership or Membership & Subscription pages, each of which are accessible in one click from the top bar of any Amazon.ca page, by hovering over the Account & Lists dropdown menu. The Prime Membership page is also accessible by navigating to the Your Account page in the dropdown menu, and then clicking on “Prime”, or by searching “cancel Prime”, “Prime cancellation”, “how to cancel Prime”, or related queries in the search bar at the top of any Amazon.ca page.
32. Clicking on “Manage membership” at the top of the Prime Membership page opens a menu with three options:
- (a) First, customers can set a reminder to be notified three days before their next payment date – or their first payment date if they are on a free trial. This option is also linked in the welcome email, included at Exhibit “L”.
  - (b) Second, customers can opt to pause their membership benefits and subscription payments, and only resume if and when they decide to do so.
  - (c) Third, customers can end their membership. Clicking the “End Membership” option takes the customer to the first page of the two-step cancellation process.
33. The Membership & Subscriptions page also displays a “Cancel Subscription” button that a customer can click to enter the first page of the two-page cancellation process.

34. A customer may also enter the cancellation process directly from the End/Cancel Your Amazon Prime Membership information page, in the Help & Customer Service directory. This page is linked in a customer's welcome email, as well as in the material terms shown to customers prior to enrollment. Customers can also find this page as the first result by Googling "cancel Prime membership". From this page, clicking the prominent yellow button ("End Membership" on Amazon.ca) directs customers to the first page of the two-page cancellation process.
35. Once in the two-page cancellation process, the first page recaps some of the Prime benefits available to members, and provides the number of days remaining in the member's billing cycle or trial, as applicable. In the bottom right corner of the page – where the button to continue along in a process is typically placed – there is a prominent yellow "Continue to Cancel" button.
36. Once on this first page of the two-page cancellation process, a customer is able to cancel their Prime trial or membership with two more clicks by following the clearly labelled sequence. Exploring other links that do not purport to lead to cancellation – whether in the top bar that is present on all Amazon.ca pages or elsewhere – would, as expected, divert or delay the cancellation process, just like clicking links that do not purport to lead to a customer's enrollment for Prime would divert or delay the enrollment process.
37. Clicking on the "Continue to Cancel" button leads the customer to the second and final cancellation page. Here, if eligible for a refund or partial refund, the customer will see an option to "Cancel today" to receive this refund (described below in paragraph 48); or they can choose to cancel or pause as of their upcoming renewal date. For either cancellation option, clicking on the prominent "End Membership" or "End On [Date]" buttons completes the cancellation process, and confirms that Prime has been cancelled. Again, these buttons are both in the bottom right corner of their respective pages, and are the only yellow buttons on the page.

## **B. Three-Page Cancellation Process**

38. Attached as **Exhibit "M"** is a table depicting and describing the three-page cancellation process on a desktop browser from prior to October 2024, which I describe further below.
39. Navigating to the start of the three-page cancellation process followed the same pathways as those leading to the start of the current two-page process, described above in paragraphs 30-37.

40. The first page of the three-page process was slightly different depending on whether the customer was on a free Prime trial or paid monthly membership, or a paid yearly membership. In any case, this first page showed the number of days remaining in the customer's billing cycle and reminded them about the benefits that they would no longer benefit from without Prime. At the bottom of the page were buttons including "End My Benefits", "Use your benefits today", and "Keep My Benefits".
41. Clicking the "End My Benefits" button redirected customers with an annual plan to a final page with four buttons: "Keep My Membership", "Pause on [Renewal Date]", "End on [Renewal Date]", and, in some cases, "End Now". Clicking on "End Now" or "End on [Renewal Date]" completed the cancellation.
42. For customers with a monthly plan or on a free trial, clicking on "End My Benefits" took them to a page where they had the option to switch to an annual plan. From that page, clicking "Continue to Cancel" took monthly or trial users to a final page very similar to that for annual members, above, but with five buttons: "Remind Me Later", "Keep My Membership", "Pause on [Renewal Date]", "End on [Renewal Date]", and, in some cases, "End Now", which reimbursed the customer in full provided they had used no benefits that month, or partially in certain circumstances as discussed below in paragraph 45(b) and (c). Clicking on "End Now" or "End on [Renewal Date]" completed the cancellation.

### **C. Mobile Variations**

43. The two and three-page cancellation processes on a mobile app or mobile browser mirrors that on a desktop browser, as illustrated in Exhibits "L" and "M".
44. However, as indicated above in paragraph 29, if customers who signed up to Prime through Google Play (on Android) wish to cancel their Prime subscription, they must do so through the Google Play app. These customers receive separate instructions regarding how to do so in the welcome email that they receive upon sign up. If Google-managed customers visit the Prime Membership or Membership & Subscription account management pages (described above in paragraphs 30-37) on desktop, they are provided with a link redirecting them to the subscription management page in Google Play.

## **IV. CANCELLATION REFUNDS FOR UNUSED PRIME BENEFITS**

45. There are automatic refund processes if a customer cancels their Prime subscription in certain circumstances:
  - (a) If a customer cancels their paid annual or monthly Prime subscription and has not used any Prime benefits during that payment period, they will be refunded the full subscription fee for that payment period.

- (b) If a customer cancels their paid annual Prime subscription and has used Prime Shipping fewer than three times, and has not used any other benefits, they will receive a monthly pro-rated refund for that year.
  - (c) If a customer cancels their paid Prime subscription within 14 days after a free trial converts to a paid subscription, or within 14 days of signing up for a paid subscription, the customer will be refunded their subscription fees, less the value of Prime benefits they used after the free trial converted to a paid subscription, based on Amazon's calculation.
- 46. The refund procedure is advertised on the cancellation instructions pages entitled "End your Amazon Prime Membership", which is linked when customers enroll for Prime. Customers may also navigate to this page at any time through the "Help" menu on Amazon.ca, by clicking the "Amazon Prime" button and then "End your Amazon Prime Membership". This cancellation instructions page states as follows: "Paid members who haven't used their benefits are eligible for a full refund of the current membership period. Amazon will process the refund in three to five business days". Attached as **Exhibit "N"** is a screenshot of the Amazon.ca "Help" page with a link to the "End your Amazon Prime Membership" page, and attached as **Exhibit "O"** is a screenshot of the linked "End your Amazon Prime Membership" instructions page.
- 47. The Amazon Prime Terms, attached as **Exhibit "P"**, set out the refund procedures under the first heading, "Membership Cancellation". These terms are also linked on enrollment to Prime. The relevant provision is as follows:

If you cancel within 14 days of signing up for or converting from a free trial to a paid membership, we will refund your full membership fee; provided that we may charge you (or withhold from your refund) the value of Prime benefits used by you and your account during this 14 day period. If you cancel at any other time, we will refund your full membership fee only if you and your account did not make any eligible purchases or take advantage of Prime benefits since your latest Prime membership charge.
- 48. Moreover, Amazon will automatically cancel non-promotional, annual Prime memberships for inactivity if a full yearly payment period elapses without the customer using any Prime Reading, Prime Shipping, Prime Video, Amazon Music Prime, Amazon Photos, or Twitch (through Prime Gaming) benefits, to prevent the customer from continuing to pay for unused benefits.

**V. THE PLAINTIFFS' PRIME USE**

49. The Plaintiff, Mr. Pierre Gaudreault, subscribed to Prime on December 11, 2023, as reflected in the extract from Amazon's records attached as **Exhibit "Q"**. A record of Mr. Gaudreault's Prime benefits usage, indicating that he is and has been an active user since signing up for Prime in December 2023, is attached as **Exhibit "R"**.
50. The Plaintiff, Ms. Léa Gagnon, first subscribed to Prime on April 16, 2020, and remained subscribed through to January 15, 2023, at which point her subscription expired for non-payment. Ms. Gagnon resubscribed to Prime on August 12, 2023, and remained a subscriber until April 21, 2025, as reflected in the extract from Amazon's records attached as **Exhibit "S"**. A record of Ms. Gagnon's Prime benefits usage, indicating that she was an active user during her subscription periods, is attached as **Exhibit "T"**.

AND I HAVE SIGNED in Seattle, Washington, USA, on June 19, 2026

*Michelle Emaelaf*

---

**MICHELLE EMAELAF**

Declared under oath remotely before me by  
technological means  
in Ste-Julie, QC, on June 19, 2026

*Nathalie Angers*



---

**NATHALIE ANGERS**

Commissioner for Oaths for Québec and for  
outside of Québec # 137908

SUPERIOR COURT  
(Class Actions)

DISTRICT OF MONTRÉAL  
**No.:** 500-06-001428-255

DISTRICT OF MONTRÉAL  
No.: 500-06-001428-255

**PIERRE GAUDREAU  
-and-  
LÉA GAGNON**  
v.  
**Plaintiffs**

**-and-  
LÉA GAGNON**  
v.  
**Plaintiffs**

**LÉA GAGNON**  
v.  
Plaintiffs

V. Plaintiffs

v:

AMAZON.COM.CA, ULC  
-and-  
AMAZON TECHNOLOGIES INC.  
-and-  
AMAZON.COM, INC.

-and-  
**AMAZON TECHNOLOGIES INC.**  
-and-  
**AMAZON.COM, INC.**

**AMAZON TECHNOLOGIES INC.  
-and-  
AMAZON.COM, INC.**

-and-  
**AMAZON.COM, INC.**

**AMAZON.COM, INC.**

Defendants

**AFFIDAVIT OF MICHELLE EMAELAF**

ORIGINAL



**Borden Ladner Gervais**  
B.M. 2545  
Tel.: 514.954.1212  
Fax: 514.954.1905  
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[amlewis@blq.com](mailto:amlewis@blq.com)

[amlewis@blq.com](mailto:amlewis@blq.com)

Mtre. Karine Chênevert  
Mtre. Stéphane Pitre  
Mtre. Amanda Afeich  
Mtre. Amély Lewis  
File: 564644.000284

Mtre. Stéphane Pltre  
Mtre. Amanda Afeich  
Mtre. Amély Lewis  
File: 564644.000284

Mtre. Amanda Afeich  
Mtre. Amély Lewis  
File: 564644.000284

Mtre. Amély Lewis  
File: 564644.000284

File: 564644.000284



## Create account

**Your name**

**Mobile number or email**

**Password**



Passwords must consist of at least 6 characters.

**Password again**

Continue

By creating an account, you agree to Amazon's [Conditions of Use](#) and [Privacy Notice](#).

**Buying for work?**

[Create a free business account](#)

Already have an account? [Sign in >](#)

[Conditions of Use](#) [Privacy Notice](#) [Help](#)

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## Sign in

E-mail address or mobile phone number

Continue

By continuing, you agree to Amazon's [Conditions of Use](#) and [Privacy Notice](#).

Need help? ▼

**Buying for work?**

[Shop on Amazon Business](#)

— New to Amazon? —

Create your Amazon account

[Conditions of Use](#)   [Privacy Notice](#)   [Help](#)

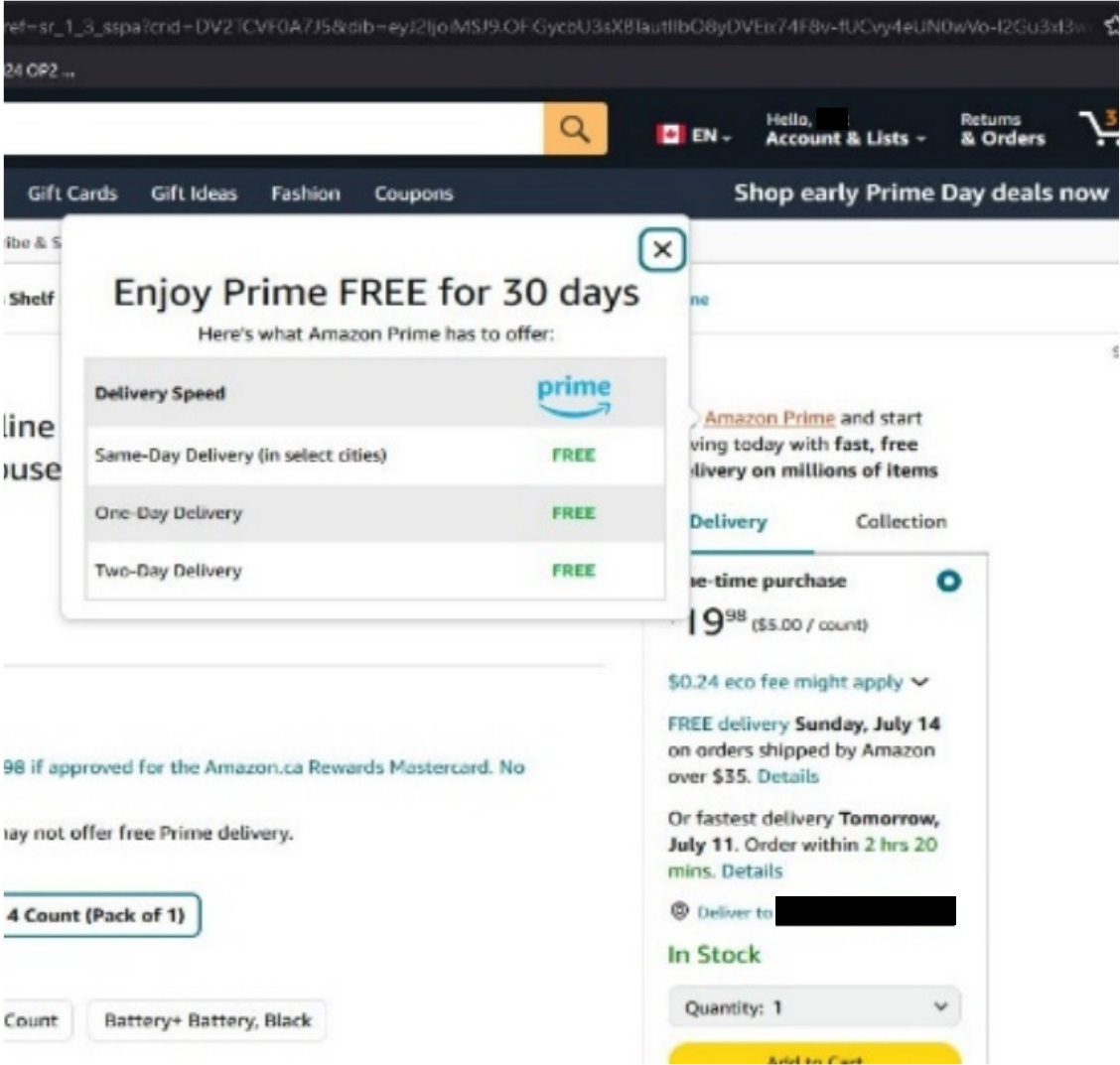
© 1996-2025, Amazon.com, Inc. or its affiliates

EXHIBIT “C” - PRODUCT DETAIL PAGE OFFER – Prior to June 2025

This is a table depicting and describing the enrollment process from a Prime-eligible Product Detail Page on a desktop browser on Amazon.ca prior to June 2025. It is specific to customers who already have payment information saved in their account, as pre-June 2025 screenshots are not available to depict the variation in this process for customers who have not already provided payment information. The pre-June 2025 enrolment process was the same as that depicted in row #2 in **Exhibit “G”**, which depicts this process as of June 2025.

|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                 | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #1 | <p>Customers that visited a Prime eligible Product Detail Page on Amazon.ca prior to June 2025 could enroll in Prime in the following ways:</p> <p>On Amazon.ca, text above the purchase panel on the right-hand side of the page read, “Try Amazon Prime and start saving today with fast, free delivery on millions of items”, with “Amazon Prime” hyperlinked in blue and a white check box to the left of the text.</p> | <div><div>Amazon.ca Product Detail Page</div><div><div><div><div><div>Health Care</div><div>Household Supplies</div><div>Sexual Wellness</div><div>Subscribe &amp; Save</div><div>Daily Essentials</div></div><div><div>DURNERGY CR123A Lithium Battery, 20 Pack, 10 Years Shelf Life...</div><div>★★★★☆ 710</div><div>\$46<sup>99</sup> ✓prime</div></div></div></div><div><div><div><div>Duracell - Coppertop 9v Alkaline Batteries - Long Lasting, All-purpose 9 Volt Battery for Household and Business - 4 Count (pack of 1)</div><div>Visit the Duracell Store</div><div>4.7 ★★★★★ 714 ratings</div><div>Amazon's Choice</div><div>3K+ bought in past month</div></div><div><div>\$19<sup>98</sup> (\$5.00 / count)</div><div><div>Get \$35 off your order instantly: Pay \$0.00 \$19.98 if approved for the Amazon.ca Rewards Mastercard. No annual fee. Conditions apply.</div><div>Available at a lower price from other sellers that may not offer free Prime delivery.</div></div><div><div>Size: 4 Count (Pack of 1)</div><div><div>1 Count (Pack of 1)</div><div>2 Count (Pack of 1)</div><div>4 Count (Pack of 1)</div></div><div><div>Pattern Name: Battery</div><div><div>Battery</div><div>Battery + Coppertop C Batteries, 8 Count</div><div>Battery+ Battery, Black</div></div><div><div>Number of batteries</div><div>4 9V batteries required. (included)</div></div><div><div>Brand</div><div>Duracell</div></div></div></div><div><div><div><div><div>Try Amazon Prime and start saving today with fast, free delivery on millions of items</div><div>DeliveryCollection</div></div><div><div>One-time purchase</div><div>\$19<sup>98</sup> (\$5.00 / count)</div><div>\$0.24 eco fee might apply</div><div>FREE delivery Sunday, July 14 on orders shipped by Amazon over \$35. Details</div><div>Or fastest delivery Tomorrow, July 11. Order within 2 hrs 20 mins. Details</div><div>Deliver to</div><div>In Stock</div><div>Quantity: 1</div><div>Add to Cart</div><div>Buy Now</div></div></div></div></div></div></div></div></div></div> |

SPC = Single Page Checkout

|    | Description                                                                                                                                                                                                                                | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #2 | On the Amazon.ca Product Detail page, clicking on the “[Amazon] Prime” hyperlink above the purchase panel resulted in a small pop-out bubble appearing, which read, “Enjoy Prime FREE for 30 days”, and listed free Prime shipping speeds. | <p><i>Pop-up after clicking on the “Amazon Prime” hyperlink on the Amazon.ca Product Detail Page</i></p>  <p>The screenshot shows the Amazon.ca interface with a pop-up window titled "Enjoy Prime FREE for 30 days". The pop-up lists three delivery options, all marked as "FREE": Same-Day Delivery (in select cities), One-Day Delivery, and Two-Day Delivery. The background shows a product page for a "Battery+ Battery, Black" with a price of \$19.98 and an "Add to Cart" button.</p> |

SPC = Single Page Checkout

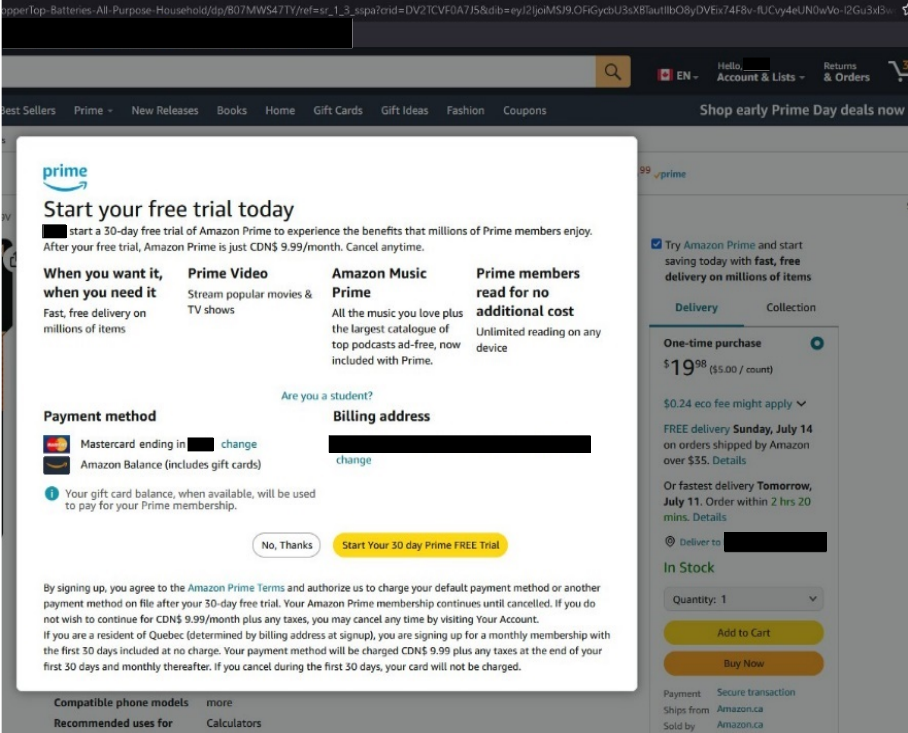
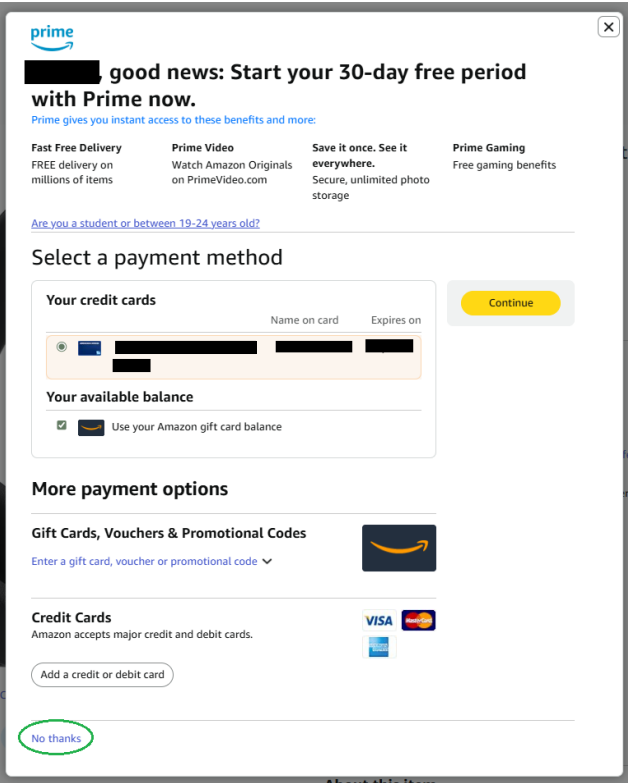
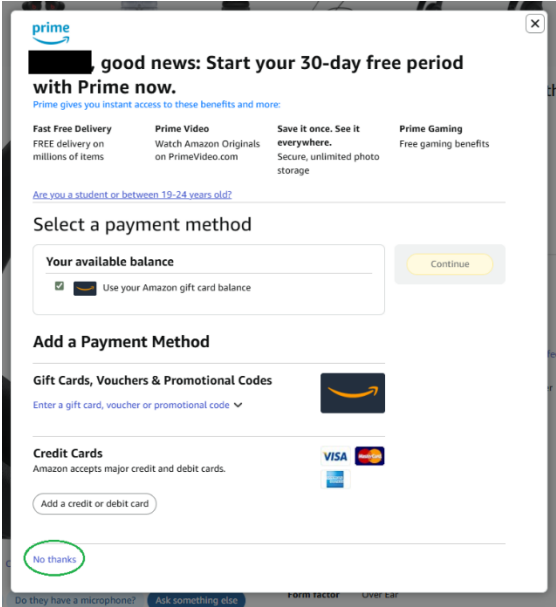
| Description |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Amazon.ca                                                                                                                                                                          |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #3          | <p>On the Amazon.ca Product Detail Pages, clicking on the empty white check box beside above the purchase panel would present customers with an offer for a free trial of Prime.</p> <p>On Amazon.ca, a pop-up window would appear that read, “<b>Start your free trial today</b>” followed with smaller text that described the material terms of a Prime Canada subscription that read “[NAME], start a 30-day free trial of amazon Prime to experience the benefits that millions of Prime members enjoy. After your free trial, Amazon Prime is just CDN \$9.99/month. Cancel anytime.”</p> <p>Prime benefits are listed underneath this text, and if the customer had entered payment information, summarized the payment and billing information.</p> <p>At the bottom of the pop-up is a white button that said, “<b>No Thanks</b>” and a yellow button that said, “<b>Start Your 30 day Prime FREE Trial</b>”. Underneath these buttons, the terms of the Prime trial and membership were listed, including information about auto-renewal and that the subscription would continue until cancelled.</p> <p>Clicking the “<b>Start Your 30 day Prime FREE Trial</b>” button enrolled the customer in Prime by starting their 30-day trial, whereas clicking “<b>No Thanks</b>” or simply clicking outside of the borders of the pop-up exited the pop-up window and allowed customers to proceed with browsing as normal.</p> | <p>Pop-up after clicking on the empty white check box on the Amazon.ca Product Detail Page</p>  |

EXHIBIT “D” – DESKTOP PRODUCT DETAIL PAGE– June 2025 to March 2026

This is a table depicting and describing the enrollment process from a Prime-eligible Product Detail Page on a desktop browser on Amazon.ca from June 2025 to March 2026.

|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #1 | <p>Customers that visit the Prime-eligible Product Detail Page on Amazon.ca can enroll in Prime in two ways:</p> <ol style="list-style-type: none"><li>Through the box above the purchase panel on the right-hand side of the webpage that reads, “Enjoy fast, free delivery, exclusive deals, and award-winning movies &amp; TV shows. Join Prime”, with “<b>Join Prime</b>” hyperlinked in blue (circled in red and described in rows #2-3 below).</li><li>By selecting the orange “<b>Buy Now</b>” button to initiate checkout (circled in green and described in rows #4-5 below).</li></ol> <p>A customer may also continue browsing by selecting the yellow “<b>Add to Cart</b>” button.</p> | <div><div>Amazon.ca Product Detail Page</div><div><div><div>Beats Studio Pro - Wireless Bluetooth Noise Cancelling Headphones - Personalized Spatial Audio, USB-C Lossless Audio, Apple &amp; Android Compatibility, Up to 40 Hours Battery Life - Black</div><div><a href="#">Visit the Beats Store</a></div><div>4.3  (20,100)   <a href="#">Ask questions and search reviews</a></div><div>500+ bought in past month</div></div><div><div><div>-40% \$279<sup>94</sup></div><div>List Price: <del>\$469.95</del></div><div>Or \$27<sup>30</sup> /mo (12 mo). <a href="#">Select from 1 plan</a></div></div><div><div>Get \$35 off your order instantly: Pay \$244.94 <del>\$279.94</del> if approved for the Amazon.ca Rewards Mastercard. No annual fee. Conditions apply.</div><div>Available at a lower price from <a href="#">other sellers</a> that may not offer free Prime delivery.</div></div><div><div>Colour Name: <b>Black</b></div><div><div><div></div><div></div><div></div><div></div></div><div><div><div>\$279.94<br/><del>\$469.95</del></div><div>\$279.99<br/><del>\$469.95</del></div><div>\$279.99<br/><del>\$469.95</del></div><div>\$279.94<br/><del>\$469.95</del></div></div></div><div><div>Style: <b>Beats Studio Pro</b></div><div><div><div><b>Brand</b></div><div>Beats</div></div><div><div><b>Colour</b></div><div>Black</div></div><div><div><b>Ear placement</b></div><div>Over Ear</div></div><div><div><b>Form factor</b></div><div>Over Ear</div></div><div><div><b>Noise control</b></div><div>Active Noise Cancellation</div></div></div></div></div><div><div><div></div><div>Enjoy fast, free delivery, exclusive deals, and award-winning movies &amp; TV shows.</div><div><a href="#">Join Prime</a></div></div><div><div><div>Buy new:</div><div>\$279<sup>94</sup></div><div><div>\$0.98 eco fee might apply</div></div><div>FREE delivery <b>Monday, September 22</b></div><div>Or fastest delivery <b>Saturday, September 20</b>. Order within 6 hrs 57 mins</div><div><div> Delivering to <div></div> – <a href="#">Update location</a></div></div><div><div>In Stock</div><div><div>Quantity: 1</div></div><div><div>Add to Cart</div><div>Buy Now</div></div></div><div><div>Shipped / Sold <a href="#">Amazon.ca</a></div><div><div>Returns</div><div><a href="#">Eligible for Return, Refund or Replacement within 30 days of receipt</a></div></div><div><div>Payment</div><div><a href="#">Secure transaction</a></div></div><div><div><a href="#">See more</a></div></div></div></div></div></div></div></div></div></div> |

|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Amazon.ca                                                                                                                                                                                                                                                 |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #2 | <p>If a customer clicks “<b>Join Prime</b>” from a Prime-eligible Product Detail Page (circled in <b>red</b> in row #1, above) and <u>does not already have a payment method stored</u> in their account, the <b>WLP</b> pop-up appears on Amazon.ca.</p> <p>At any time, the customer can click “<b>No thanks</b>” (circled in <b>green</b>) or can simply click out of the pop-up window by pressing “<b>X</b>” at the top right to close it and proceed with browsing as normal.</p> <p>On Amazon.ca the <b>WLP</b> pop-up reads, “[NAME], good news: Start your 30-day free period with Prime now”. Underneath this text, there is smaller blue text that reads, “Prime gives you instant access of these benefits and more.” It further highlights those benefits and asks customers to provide a payment method to proceed.</p> <p>Only after adding a payment method can the customer select “<b>Continue</b>”.</p> | <p>“Join Prime” WLP pop-up before and after payment method is added</p> <div></div> |



|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Amazon.ca                                                                                                           |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| #3 | <p>If a customer clicks “<b>Join Prime</b>” from a Prime-eligible Product Detail Page (circled in <b>red</b> in row #1, above) and <u>has a payment method stored</u> in their Amazon.ca account, or once they enter payment information and click “<b>Continue</b>” (described in row #2, above), the <b>WLP</b> pop-up presents two buttons: a white button that says “<b>No Thanks</b>”; and a yellow button that says “<b>Try Prime free for 30 days</b>”. Clicking “<b>No thanks</b>” returns the customer to the Product Detail Page.</p> <p>Directly underneath these buttons the <b>WLP</b> pop-up discloses all material terms of a Prime subscription, and in reads, in bold, that “<b>After your 30-day free trial ends, you will be charged \$9.99/month plus taxes until you cancel your Amazon Prime membership.</b>”</p>                                                                                                               | <p>“<i>Join Prime</i>” WLP pop-up if payment was stored, or after entering payment and clicking <i>Continue</i></p> |
| #4 | <p>If a customer <u>has payment information saved</u> in their Amazon.ca account and clicks “<b>Buy Now</b>” on a Product Detail Page (circled in <b>green</b> in row #1, above), they will be directed to the <b>UPDP</b> offering 30-days free of Prime appears. If a customer does not have their payment information saved to their account, they will proceed to the SPC (see row #5, below).</p> <p>On Amazon.ca the <b>UPDP</b> reads, “[NAME], <b>we’re giving you a 30-day FREE trial of Amazon Prime!</b>” and in smaller text directly underneath “Save \$12.06 and receive your order Tomorrow, [DATE], with FREE One-Day Delivery”. Underneath a chart highlighting eligible savings and benefits, it reads “<b>After your free trial, Amazon Prime is just \$9.99/month</b>”. To proceed, the customer may click either “<b>Continue and don’t gain Prime benefits</b>” to continue the checkout process without Prime or click the</p> | <p>“<i>Buy Now</i>” UPDP (payment already stored)</p>                                                               |

**SPC** = Single Page Checkout | **UPDP** = Universal Prime Decision Page | **WLP** = White Label Pipeline (pop-up or page)





|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|    | <p>eligible savings and benefits, it reads “<b>After your free trial, Amazon Prime is just \$9.99/month</b>”.</p> <p>To proceed, the customer may click either “<b>Continue and don’t gain Prime benefits</b>” or the “X” at the top right of the <b>UPDP</b> pop-up to continue the checkout process without Prime. A customer may also click the yellow “<b>Start 30-day FREE trial</b>”, to start their Prime trial and checkout. Below these two buttons, all material terms of a Prime membership and trial are disclosed.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
| #6 | <p>If payment information is already saved to a customer’s account, or after a customer has entered or confirmed their payment and shipping information in the <b>SPC</b> on Amazon.ca (described in row #5, above), a final Order Total will appear on the right-hand side of the page and at the bottom of the <b>SPC</b>, and different delivery options will be presented to the customer.</p> <p>A large yellow “<b>Place your order</b>” button on the top right-hand side of the page appears above an Order Total, and another yellow “<b>Place your order</b>” button appears at bottom of the page below the delivery and options and next to Order Total. Clicking on either of these buttons completes the checkout process without subscribing to Prime.</p> <p>The Amazon.ca <b>SPC</b> also include various offers to try Prime, outlined below, that direct the customer to the <b>WLP</b> pop-up described in row #7, below:</p> <ol style="list-style-type: none"><li>1. A light blue box at the top right of the page, above the yellow “<b>Place your order</b>” button and Order total reads “[NAME], save [AMOUNT] with One-Day Delivery by trying Prime FREE for 30-</li></ol> |  |

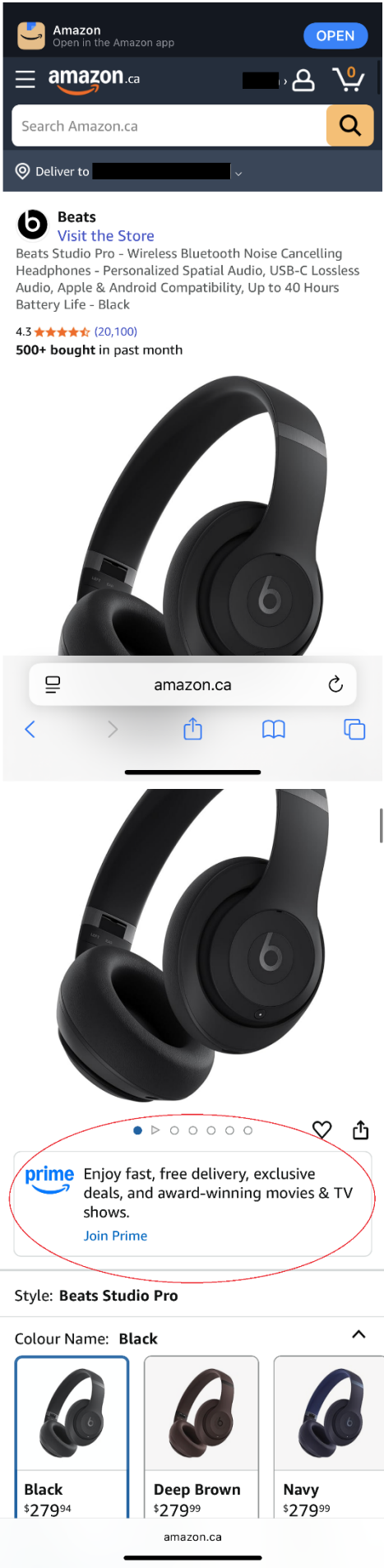
**SPC** = Single Page Checkout | **UPDP** = Universal Prime Decision Page | **WLP** = White Label Pipeline (pop-up or page)

| Description |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Amazon.ca |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|             | <p><b>days”</b> (calculating savings based on the delivery option a customer selects) and underneath says, “No commitments, cancel your Prime membership anytime.” Below this text is a white <b>“Sign up for Prime”</b> button.</p> <p>2. Below delivery and payment information and above the final Order Total and delivery options is a light blue box with a blue banner that reads <b>“Try Prime FREE.”</b> Underneath the banner is text that reads, <b>“[NAME], we’re giving you a 30-day Free trial of Amazon Prime”</b> and in smaller text underneath, “Save [AMOUNT] and receive your order [DATE], with FREE Two-Day Delivery” (calculating savings based on the delivery option a customer selects). On the right-hand side of this blue banner is a white <b>“Get started”</b> button with a hyperlink reading “Cancel anytime” directly below it.</p> <p>3. The delivery options presented at the end of the SPC include an option for <b>“Fast, FREE delivery”</b> with a free trial of Prime, among other free and paid delivery options that are available without Prime. If a customer selects this option but then declines the offer for Prime or closes the <b>WLP</b> pop-up described in row #7 below, the shipping option that was previously selected remains selected. A non-Prime delivery option is always pre-selected.</p> |           |

|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Amazon.ca                                                                               |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| #7 | <p>Clicking on any of the offers for Prime on the Amazon.ca <b>SPC</b>, described in row #2 above, opens the <b>WLP</b> pop-up.</p> <p>At any time, the customer can click the “<b>No thanks</b>” button or can simply click out of the pop-up window by pressing “<b>X</b>” at the top right to close the <b>WLP</b> pop-up and return to the SPC. If the <b>WLP</b> pop-up is displayed after a customer chooses the Prime shipping option, but the customer closes the <b>WLP</b> pop-up or declines the Prime trial offer, the previously selected shipping option will remain in effect.</p> <p>On Amazon.ca the <b>WLP</b> pop-up reads, “[NAME], <b>good news: Start your 30-day free period with Prime now</b>”. Underneath this text, there is smaller blue text that reads, “Prime gives you instant access of these benefits and more”, followed by two buttons: a white button that says “<b>No Thanks</b>”; and a yellow button that says “<b>Try Prime free for 30 days</b>”. Directly underneath these buttons are all material terms of a Prime subscription, and the following is in bold text: “<b>After your 30-day free trial ends, you will be charged \$9.99/month plus taxes until you cancel your Amazon Prime membership.</b>”</p> | <p><i>WLP pop-up after clicking on any of the offers for Prime on Amazon.ca SPC</i></p> |

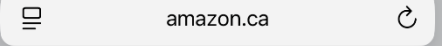
EXHIBIT “D” – MOBILE PRODUCT DETAIL PAGE – June 2025 to March 2026

This is a table depicting and describing the enrollment process from a Prime-eligible Product Detail Page on a mobile browser on Amazon.ca from June 2025 to March 2026.

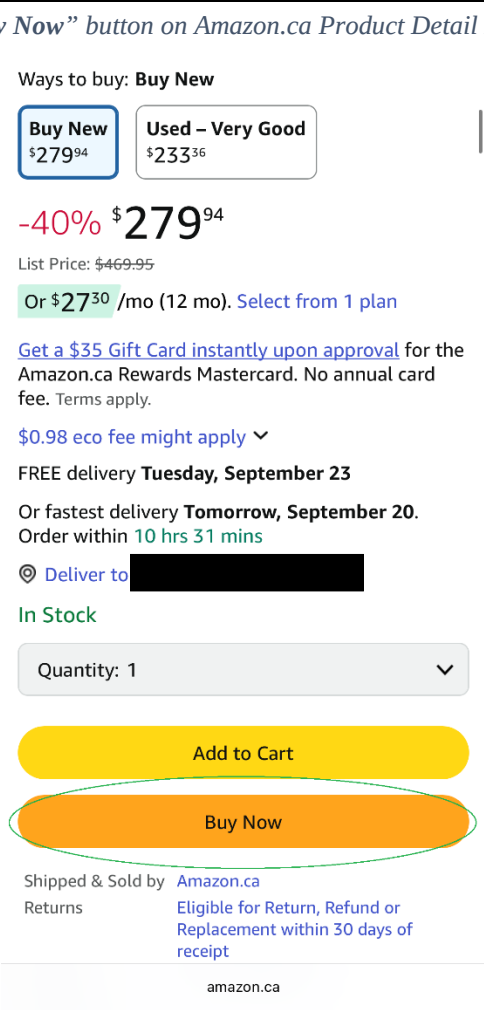
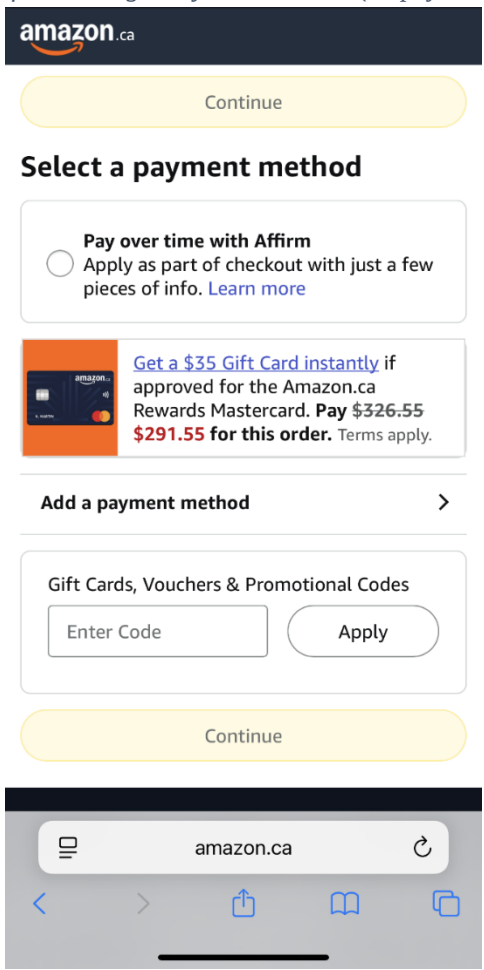
|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #1 | <p>Customers that visit Prime-eligible Product Detail Pages on the Amazon.ca mobile site can enroll in Prime in two ways:</p> <p>1. Through the box positioned directly below the product image that reads, “Enjoy fast, free delivery, exclusive deals, and award-winning movies &amp; TV shows. Join Prime”, by clicking on the “<b>Join Prime</b>” hyperlink therein (circled in red and described in row #2, below).</p> <p>2. By selecting the orange “<b>Buy Now</b>” button at the bottom of the page to initiate checkout, but only if the customer already has a payment method stored in their account (circled in green and described in row #3, below).</p> | <p>Amazon.ca Product Detail Page</p>  <p>The screenshot displays the Amazon.ca mobile interface for the Beats Studio Pro product. At the top, there's a navigation bar with the Amazon logo, a search bar, and a delivery location selector. Below this, the product title 'Beats Studio Pro' is followed by a description: 'Wireless Bluetooth Noise Cancelling Headphones - Personalized Spatial Audio, USB-C Lossless Audio, Apple &amp; Android Compatibility, Up to 40 Hours Battery Life - Black'. A 4.3-star rating with 20,100 reviews and a note '500+ bought in past month' are shown. The main product image is a large black over-ear headphone. Below the image, a Prime membership banner is circled in red, featuring the Prime logo and the text 'Enjoy fast, free delivery, exclusive deals, and award-winning movies &amp; TV shows. Join Prime'. At the bottom, there's a section for 'Style: Beats Studio Pro' with 'Colour Name: Black' selected. Three color options are shown: Black (\$279.94), Deep Brown (\$279.99), and Navy (\$279.99). The Amazon.ca logo is at the very bottom.</p> |





|  | Description | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |             | <p><i>WLP pop-up after clicking “Join Prime” (payment already stored or after entering payment and clicking Continue)</i></p> <div><div><div><div><div></div><div>Amazon</div><div>Open in the Amazon app</div></div><div>OPEN</div><div></div></div><div><div></div><div><div>██████, good news: Start your 30-day free period with Prime now.</div><div>Prime gives you instant access to these benefits and more:</div><div><div><div>Fast Free Delivery</div><div>FREE delivery on millions of items</div></div><div><div>Prime Video</div><div>Watch Amazon Originals on PrimeVideo.com</div></div><div><div>Save it once. See it everywhere.</div><div>Secure, unlimited photo storage</div></div><div><div>Prime Gaming</div><div>Free gaming benefits</div></div></div><div>Are you a student or between 19-24 years old?</div><div>Try Prime free for 30 days</div><div>No thanks</div><div>By signing up to Prime, you agree to the <a href="#">Amazon Prime Terms</a>, and authorize us to charge your <a href="#">...</a> <a href="#">See all</a></div></div></div><div><div><div><div></div><div><div></div></div></div><div><div><div><div></div><div>Amazon</div><div>Open in the Amazon app</div></div><div>OPEN</div><div></div></div><div><div></div><div><div>██████, good news: Start your 30-day free period with Prime now.</div><div>Prime gives you instant access to these benefits and more:</div><div><div><div>Fast Free Delivery</div><div>FREE delivery on millions of items</div></div></div></div><div>Try Prime free for 30 days</div><div>No thanks</div><div>By signing up to Prime, you agree to the <a href="#">Amazon Prime Terms</a>, and authorize us to charge your default payment method or another payment method on file for your membership payments. <b>After your 30-day free trial ends, you will be charged \$9.99/month plus tax until you cancel your Amazon Prime membership.</b> Cancel before your renewal date to avoid the next charge (see cancellation terms <a href="#">here</a>). You may cancel anytime by visiting <a href="#">this page</a> and following the instructions. <a href="#">See less</a></div></div></div><div><div><div><div></div><div><div></div></div></div></div></div></div></div></div></div> |



|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #3 | <p>After selecting “<b>Buy Now</b>” on a mobile Product Detail Page (circled in <b>green</b>) on Amazon.ca, the process diverges depending on whether a customer already payment has information stored in their account.</p> <p>If the customer <u>does not have payment information saved</u>, clicking “<b>Buy Now</b>” will prompt them to enter this information before they are able to click “<b>Continue</b>” and proceed with their purchase. Entering payment information and clicking “<b>Continue</b>” directs the customer to the <b>SPC</b>, described in rows #4-5, below.</p> <p>For a customer <u>with payment information saved</u> in their Amazon.ca account, clicking “<b>Buy Now</b>” brings up the <b>UPDP</b>.</p> <p>The <b>UPDP</b> reads “[NAME], we’re giving you a 30-day FREE trial of Amazon Prime!” with an overview of Prime benefits and product-specific savings directly below.</p> <p>The top of the sticky footer reads “<b>After your free trial, Prime is just \$9.99 per month (plus taxes). Cancel anytime.</b>”. Below this text is a “<b>Start 30-day FREE trial</b>” button above blue hyperlinked text that reads, “<b>Continue and don’t gain Prime benefits</b>”.</p> <p>The terms are listed again immediately below the buttons and automatically expand by scrolling down the page or by clicking “<b>See more</b>” in the bottom right corner.</p> <p>Clicking “<b>Continue and don’t gain Prime benefits</b>” directs the customer to the <b>SPC</b> to complete the purchase, as described in rows #4-5, below.</p> | <p>“<b>Buy Now</b>” button on Amazon.ca Product Detail Page</p>  <p>Ways to buy: <b>Buy New</b></p> <p><b>Buy New</b> \$279<sup>94</sup> <b>Used – Very Good</b> \$233<sup>36</sup></p> <p><b>-40%</b> \$279<sup>94</sup></p> <p>List Price: \$469.95</p> <p>Or \$27<sup>30</sup> /mo (12 mo). <a href="#">Select from 1 plan</a></p> <p><a href="#">Get a \$35 Gift Card instantly upon approval</a> for the Amazon.ca Rewards Mastercard. No annual card fee. Terms apply.</p> <p>\$0.98 eco fee might apply ▾</p> <p>FREE delivery <b>Tuesday, September 23</b></p> <p>Or fastest delivery <b>Tomorrow, September 20.</b><br/>Order within <b>10 hrs 31 mins</b></p> <p>📍 Deliver to [Redacted]</p> <p>In Stock</p> <p>Quantity: 1 ▾</p> <p><b>Add to Cart</b></p> <p><b>Buy Now</b></p> <p>Shipped &amp; Sold by <a href="#">Amazon.ca</a></p> <p>Returns <a href="#">Eligible for Return, Refund or Replacement within 30 days of receipt</a></p> <p>amazon.ca</p> <p>Pop-up after clicking “<b>Buy Now</b>” button (no payment stored)</p>  <p>amazon.ca</p> <p>Continue</p> <p><b>Select a payment method</b></p> <p><input type="radio"/> <b>Pay over time with Affirm</b><br/>Apply as part of checkout with just a few pieces of info. <a href="#">Learn more</a></p> <p> <a href="#">Get a \$35 Gift Card instantly</a> if approved for the Amazon.ca Rewards Mastercard. <b>Pay \$326.55 \$291.55 for this order.</b> Terms apply.</p> <p><b>Add a payment method</b> &gt;</p> <p>Gift Cards, Vouchers &amp; Promotional Codes</p> <p>Enter Code <b>Apply</b></p> <p>Continue</p> <p>amazon.ca</p> <p>UPDP after clicking “<b>Buy Now</b>” button (payment already stored)</p> |





|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #4 | <p>The <b>SPC</b> is the last page a customer reaches on both Amazon.ca when making a purchase. A customer reaches the <b>SPC</b> by clicking the “<b>Buy Now</b>” button on a Product Detail Page (as described in rows #1-3, above)</p> <p>Once a customer has confirmed their payment information and confirmed or entered a delivery address on the, a large yellow “<b>Place your order</b>” button appears at the top of the <b>SPC</b> on Amazon.ca, above the Order Total.</p> <p>Below the “<b>Place your order</b>” button and Order total are various offers for Amazon Prime outlined below, that direct the customer to a <b>WLP</b> pop-up that discloses all the materials of Prime and is described in row #4, below.</p> <p>At the very bottom of the <b>SPC</b> on Amazon.ca, after delivery information, is another yellow “<b>Place your order</b>” button that completes the checkout process:</p> <p>1. Below the Order Total and above Payment Information is a white box with a blue banner that reads “<b>Try Prime FREE.</b>” The text in this box presented to the customer varies. The text below the banner reads, “[NAME], <b>we’re giving you a 30-day Free trial of Amazon Prime</b>” and in smaller text underneath, which may vary based on the customer, “Save [AMOUNT] and receive your order [DATE] with FREE One-Day Delivery” (calculating savings based on the delivery option a customer selects) or may include</p> | <p><i>Amazon.ca mobile SPC</i></p> <div><div><div>amazon.ca</div><div>By placing your order, you agree to Amazon's <a href="#">privacy notice</a> and <a href="#">conditions of use</a>.</div><div>Place your order</div></div><div><div><input type="checkbox"/></div><div>Use this shipping address and payment method for future purchases.</div></div><div><div>Items:</div><div>\$279.94</div></div><div><div>Shipping &amp; Handling:</div><div>\$7.86</div></div><div><div>Estimated GST/HST:</div><div>\$37.41</div></div><div><div>Estimated PST/RST/QST:</div><div>\$0.00</div></div><div><div>Order Total:</div><div>\$325.21</div></div></div> <div><div><div>Try Prime FREE</div><div><div></div><div><b>we're giving you a 30-day FREE trial of Amazon Prime.</b></div></div><div>Save \$11.99 and receive your order Tomorrow, Oct. 19, with FREE One-Day Delivery</div></div></div> <div><div><div>amazon.ca</div><div>By placing your order, you agree to Amazon's <a href="#">privacy notice</a> and <a href="#">conditions of use</a>.</div><div>Place your order</div></div><div><div>Items:</div><div>\$239.95</div></div><div><div>Shipping &amp; Handling:</div><div>\$5.90</div></div><div><div>FREE Shipping:</div><div>-\$5.90</div></div><div><div>Estimated Regulatory Fees:</div><div>\$0.98</div></div><div><div>Estimated GST/HST:</div><div>\$31.32</div></div><div><div>Estimated PST/RST/QST:</div><div>\$0.00</div></div><div><div>Order Total:</div><div>\$272.25</div></div></div> <div><div><div>Try Prime FREE</div><div><div></div><div><b>we're giving you a 30-day FREE trial of Amazon Prime.</b></div></div><div>Try Prime today to unlock instant access to fast, free delivery on millions of eligible items, Prime Video, Prime Music, and much more. Cancel anytime.</div></div></div> <div><div><div>Signature or one-time password required at time of delivery.</div></div><div><div>amazon.ca</div></div></div> |

|  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>information about the benefits a customer unlocks with Prime.</p> <p>2. The delivery options presented at the end of the SPC include an option for “<b>Fast, FREE delivery</b>” with a free trial of Prime, among other free and paid delivery options that are available without Prime. If a customer selects this option but then declines the offer for Prime or closes the <b>WLP</b> pop-up described in row #5 below, the shipping option that was previously selected remains selected. A non-Prime delivery option is always pre-selected.</p> | <div><div>Signature or one-time password required at time of delivery</div><div><div>Paying with American Express</div><div><a href="#">Change payment method</a></div><div><a href="#">Use a gift card, voucher, or promo code</a></div></div><div><div>Delivering to</div><div><a href="#">Change delivery address</a></div><div><a href="#">Add delivery instructions</a></div><div><a href="#">Pickup near this address</a></div><div><a href="#">See details</a></div><div><a href="#">Pickup here</a></div></div><div><div>Arriving Oct 20, 2025</div><div>If you order in the next 7 hours and 3 minutes</div><div><div><div><div></div><div>Sunday, Oct 19</div><div>Fast, FREE delivery</div><div>FREE One-Day Delivery with your free trial of Prime</div></div><div><div></div><div>Wednesday, Oct 22</div><div>FREE Shipping</div></div><div><div></div><div>Monday, Oct 20</div><div>\$7.86 Delivery</div></div><div><div></div><div>Tomorrow, Oct 19</div><div>\$11.86 Delivery</div></div></div></div><div><div>amazon.ca — Private</div><div>trial of Prime</div><div><div><div></div><div>Wednesday, Oct 22</div><div>FREE Shipping</div></div><div><div></div><div>Monday, Oct 20</div><div>\$7.86 Delivery</div></div><div><div></div><div>Tomorrow, Oct 19</div><div>\$11.86 Delivery</div></div><div><div></div><div>Tomorrow 4 a.m. - 8 a.m.</div><div>\$11.99 Fastest delivery</div></div></div><div><div><div>Tomorrow</div><div>4 AM - 8 AM</div></div><div><div>Tomorrow</div><div>7 AM - 11 AM</div></div></div></div><div><div><div><div></div><div>Beats Solo 4 - Wireless Bluetooth On-Ear Headphones, Apple &amp; Android Compatible, Up to 50 Hours of Battery Life - Matte Black</div><div>\$279.94</div></div><div><div>Ships from Amazon.ca</div><div>Sold by Amazon.ca</div></div><div><div><div></div><div>1</div><div>+</div></div><div><a href="#">Add gift options</a></div></div></div></div><div><div>Place your order</div><div>By placing your order, you agree to Amazon's <a href="#">privacy notice</a> and <a href="#">conditions of use</a>.</div><div>amazon.ca — Private</div></div></div></div> |

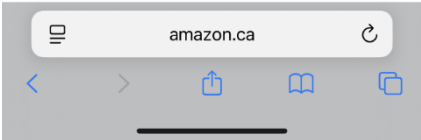
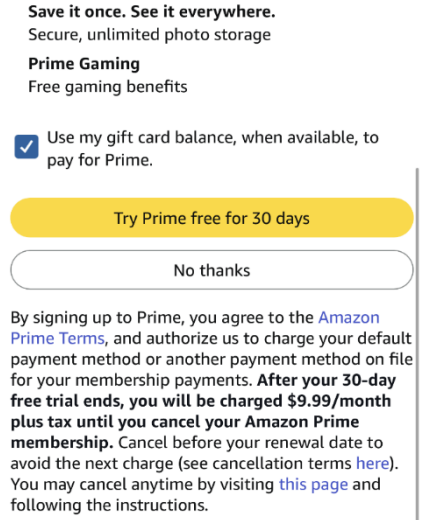
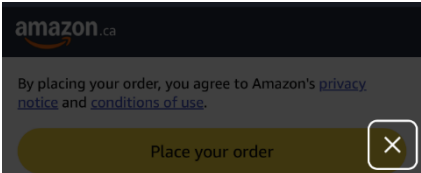
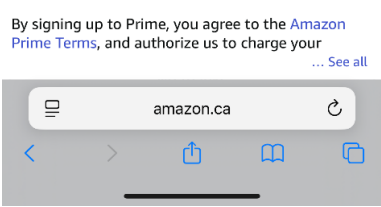
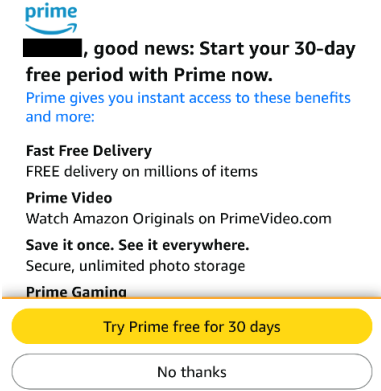
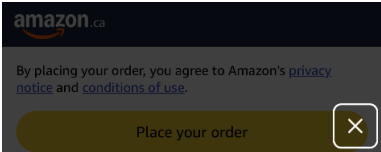
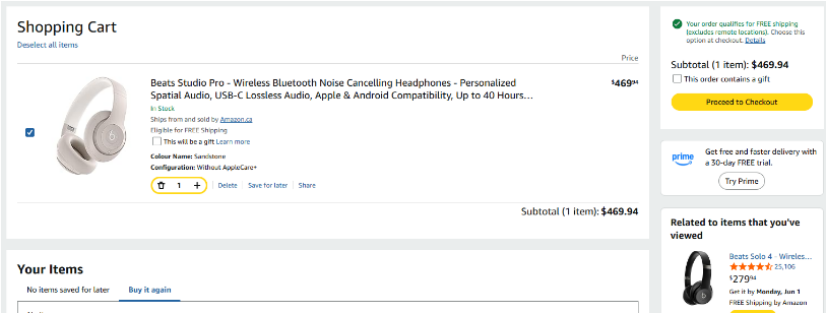
|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #5 | <p>If a customer clicks on either offer for Prime on the Amazon.ca <b>SPC</b> (described in row #4, above), they are presented with the <b>WLP</b> pop-up.</p> <p>The <b>WLP</b> pop-up highlights Prime benefits and discloses all material terms of a Prime membership and trial immediately below the “<b>Try Prime free for 30 days</b>” button (which enrolls the customer in Prime) and the “<b>No thanks</b>” button (which returns them to the homepage). The material terms of a Prime subscription appear at the bottom of the <b>WLP</b> pop-up in a sticky footer and unfold automatically when a customer scrolls down the pop-up, or will pop-up without scrolling if a customer selects “<b>See all</b>” at the bottom right of the screen.</p> <p>Above the sticky footer is a “<b>Try Prime free for 30 days</b>” button, which enrolls the customer in Prime, and a “<b>No thanks</b>” button, which returns them to the <b>SPC</b> in row #4, above.</p> | <p><i>WLP pop-up after clicking on any of the Prime offers on the Amazon.ca SPC</i></p> <div></div> |

EXHIBIT “E” – MOBILE PRODUCT DETAIL PAGE – March 2026 to Present

This is a table depicting and describing the enrollment process from a Prime-eligible Product Detail Page on a desktop browser on Amazon.ca as of May 2026.

|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                         | Amazon.ca                                                                                                                 |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| #1 | <p>Customers can enroll in Prime from the Shopping Cart on Amazon.ca in two ways:</p> <ol style="list-style-type: none"><li>1. Clicking the yellow button that reads “<b>Proceed to Checkout</b>” (described in row #2) that appears on the right side of the page, under the subtotal of the order.</li><li>2. Clicking “<b>Try Prime</b>” (Amazon Canada) or “<b>Try Prime Free</b>” (Amazon US) (described in row #3).</li></ol> | <p>Amazon.ca Desktop Shopping Cart</p>  |

#2 If a customer with payment information stored in their account clicks on the “**Proceed to Checkout**” button from their Shopping Cart on Amazon.ca (described row #1, above), they will be directed to a **UPDP**.

The **UPDP** page reads “[NAME], we’re giving you a **30-day FREE trial of Amazon Prime!**” with text directly below that calculates the savings a customer will receive with Prime on the particular product being purchased and advertising “**FREE One-Day Delivery**”. All the material terms of a Prime subscription are listed below a chart of the benefits, including the price. Clicking “**No thanks**” takes the customer to the **SPC** (described in rows #4-6, below). Clicking the yellow “**Start 30-day FREE trial**” button starts the Prime trial. The price of a Prime

Secure checkout ▾

**we're giving you a 30-day FREE trial of Amazon Prime!**

Save \$12.03 and receive eligible items Tomorrow, May 29 with FREE One-Day Delivery

Without Prime

— X Pay \$12.03 in shipping fees for this order

— X Not included

— X Not included

prime

✓ Save \$12.03 on One-Day Delivery

✓ Prime Video – enjoy award-winning Amazon Originals, movies and TV shows with **limited ads**

✓ All the music + top podcasts **ad-free** on Amazon Music

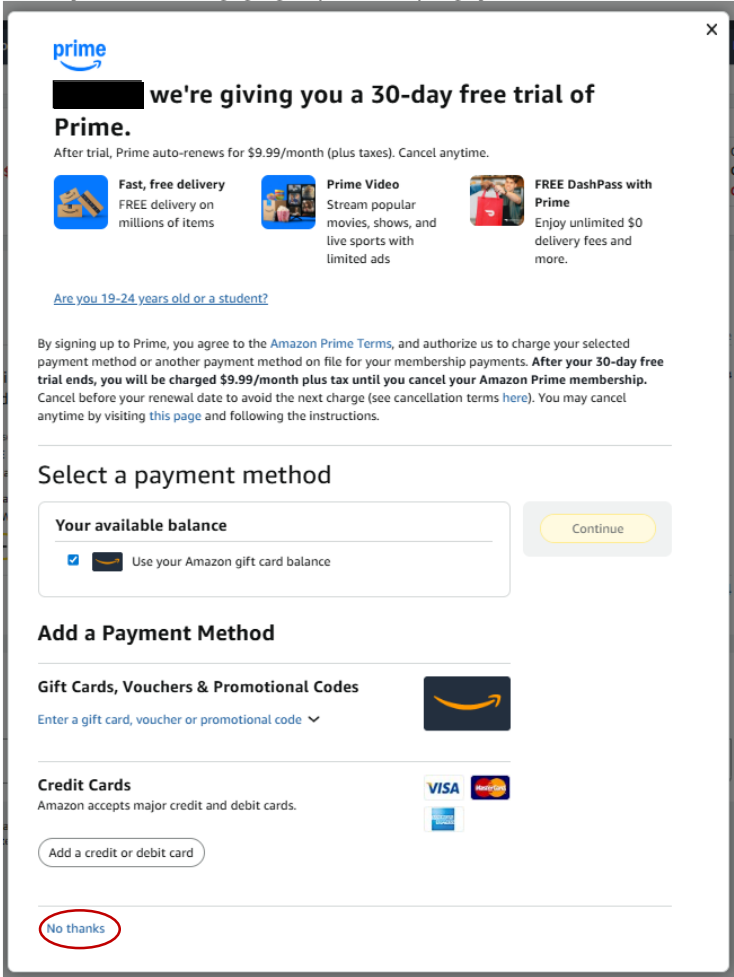
After your free trial, Amazon Prime is just \$9.99/month

By signing up to Prime, you agree to the [Amazon Prime Terms](#), and authorize us to charge your selected payment method or another payment method on file for your membership payments. **After your 30-day free trial ends, you will be charged \$9.99/month plus tax until you cancel your Amazon Prime membership.** Cancel before your renewal date to avoid the next charge (see cancellation terms [here](#)). You may cancel anytime by visiting [this page](#) and following the instructions.

☒ Use my gift card balance, when available, to pay for Prime.

No thanks

Start 30-day FREE trial

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                   |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p>subscription after the free trial ends is listed twice, once below the benefits, and again in bold text in the terms listed below the benefits.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                   |
| #3 | <p>If a customer clicks <b>“Try Prime”</b> from the Shopping Cart (described in row #1, above), the <b>WLP</b> pop-up appears on Amazon.ca.</p> <p>At any time, the customer can click <b>“No thanks”</b> (circled in red) or can simply click out of the pop-up window by pressing “X” at the top right to close it and proceed with browsing as normal.</p> <p><u>If the customer does not have payment information saved to their account</u>, on Amazon.ca the <b>WLP</b> pop-up reads, <b>“{NAME}, we’re giving you a 30-day free trial of Prime.”</b> Underneath this text, there is smaller text that reads, “After trial, Prime auto-renews for \$9.99/month (plus taxes). Cancel</p> | <p><i>“Try Prime” WLP pop-up before and after payment method is added</i></p>  |

anytime.” It further highlights those benefits, lists material terms and asks customers to provide a payment method to proceed.

If a customer clicks “Try Prime” from the Shopping Cart (described in row #1, above) and has a payment method stored in their Amazon.ca account, or once they enter payment information and click “Continue”, the WLP pop-up presents two buttons: a white button that says “No Thanks”; and a yellow button that says “Try Prime free for 30 days”. Clicking “No thanks” returns the customer to the Product Detail Page.

Below the benefits, the WLP pop-up discloses all material terms of a Prime subscription, and in reads, in bold, that “After your 30-day free trial ends, you will be charged \$9.99/month plus taxes until you cancel your Amazon Prime membership.”

**we're giving you a 30-day free trial of Prime.**

After trial, Prime auto-renews for \$9.99/month (plus taxes). Cancel anytime.

**Fast, free delivery**  
FREE delivery on millions of items

**Prime Video**  
Stream popular movies, shows, and live sports with limited ads

**FREE DashPass with Prime**  
Enjoy unlimited \$0 delivery fees and more.

[Are you 19-24 years old or a student?](#)

By signing up to Prime, you agree to the [Amazon Prime Terms](#), and authorize us to charge your selected payment method or another payment method on file for your membership payments. **After your 30-day free trial ends, you will be charged \$9.99/month plus tax until you cancel your Amazon Prime membership.** Cancel before your renewal date to avoid the next charge (see cancellation terms [here](#)). You may cancel anytime by visiting [this page](#) and following the instructions.

**Select a payment method**

**Your credit cards**

Name on card

Expires on

**Your available balance**

☒ Use your Amazon gift card balance

**Continue**

**More payment options**

**Gift Cards, Vouchers & Promotional Codes**

**Credit Cards**

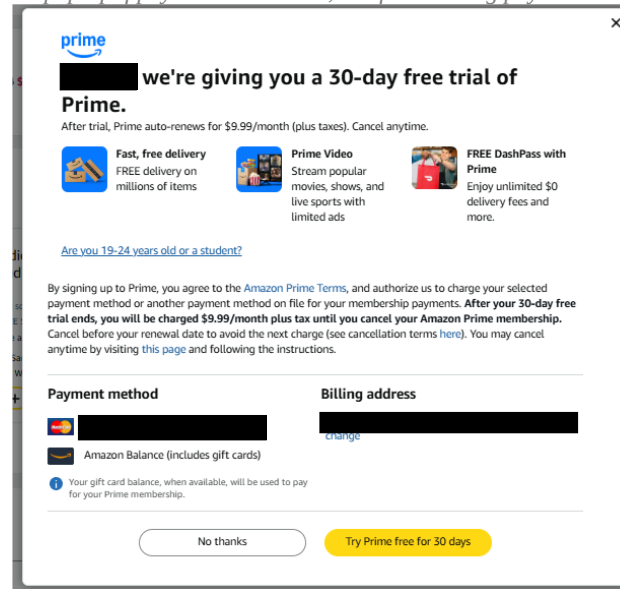
Amazon accepts major credit and debit cards.

Add a credit or debit card

[No thanks](#)



“Join Prime” WLP pop-up if payment was stored, or after entering payment and clicking Continue

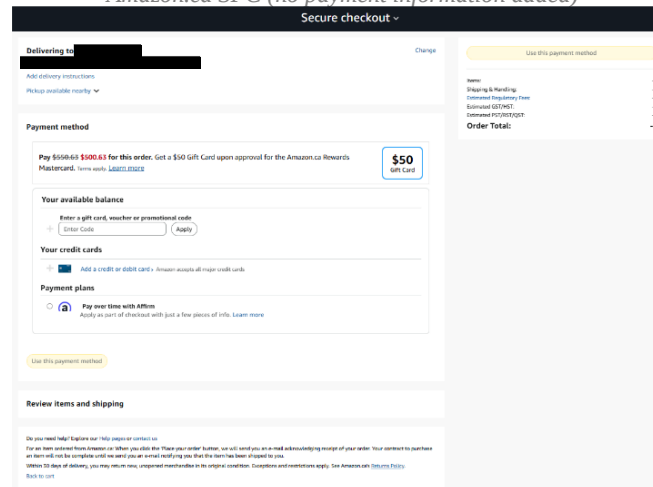


The image shows a pop-up window for Amazon Prime. At the top, it says "prime" with the logo. Below that, it says "we're giving you a 30-day free trial of Prime." and "After trial, Prime auto-renews for \$9.99/month (plus taxes). Cancel anytime." There are three icons representing benefits: "Fast, free delivery" (FREE delivery on millions of items), "Prime Video" (Stream popular movies, shows, and live sports with limited ads), and "FREE DashPass with Prime" (Enjoy unlimited \$0 delivery fees and more). Below these, it asks "Are you 19-24 years old or a student?". Then, it states: "By signing up to Prime, you agree to the Amazon Prime Terms, and authorize us to charge your selected payment method or another payment method on file for your membership payments. After your 30-day free trial ends, you will be charged \$9.99/month plus tax until you cancel your Amazon Prime membership. Cancel before your renewal date to avoid the next charge (see cancellation terms here). You may cancel anytime by visiting this page and following the instructions." There are two sections: "Payment method" with a Visa card and "Billing address" with a placeholder. At the bottom, there are two buttons: "No thanks" and "Try Prime free for 30 days".

#4 The SPC is the last page a customer reaches on both Amazon.ca when making a purchase. A customer reaches the SPC by clicking the “Proceed to checkout” button from their Shopping Cart (see row #1, above).

If a customer reaches the SPC but has not yet added payment information to their Amazon.ca account, they will be prompted to enter payment information (and shipping information if

Amazon.ca SPC (no payment information added)



The image shows the Amazon.ca Secure checkout page. At the top, it says "Amazon.ca SPC (no payment information added)" and "Secure checkout". Below that, it says "Delivering to" with a placeholder. There are two sections: "Payment method" and "Review items and shipping". The "Payment method" section shows a Mastercard with a balance of \$506.65 and a \$50 Gift Card. It also shows "Your available balance" and "Your credit cards". The "Review items and shipping" section shows a list of items and shipping information. At the bottom, there is a "Back to cart" link.

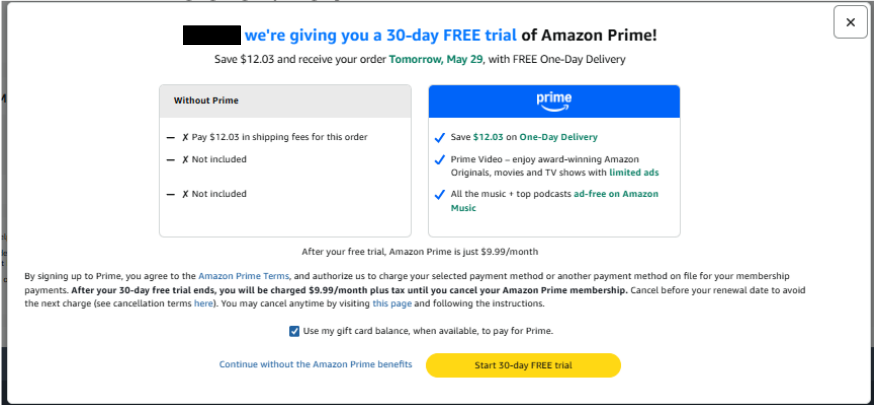
none has already been saved).

If a customer already has payment information (or shipping information) saved to their Amazon.ca account, these sections will already be filled in (and may ask the customer to confirm the selection).

Once a customer has confirmed or entered a payment method, the UPDP pops up and reads, “[NAME], **we’re giving you a 30-day FREE trial of Amazon Prime!**” and in smaller text directly underneath “Save \$12.03 and receive your order Tomorrow, [DATE], with FREE One-Day Delivery”. Underneath a chart highlighting eligible savings and benefits, it reads “**After your free trial, Amazon Prime is just \$9.99/month**”.

To proceed, the customer may click either “**Continue without the Amazon Prime benefits**” or the “X” at the top right of the UPDP pop up to continue the checkout process without Prime.

UPDP pop-up after payment method is entered on Amazon.ca SPC



A customer may also click the yellow “**Start 30-day FREE trial**”, to start their Prime trial and checkout. Above these two buttons, all material terms of a Prime membership and trial are disclosed.

#5 If payment information is already saved to a customer’s account, or after a customer has entered or confirmed their payment and shipping information in the SPC on Amazon.ca (described in row #3, above), a final Order Total will appear on the right-hand side of the page and at the bottom of the SPC, and different delivery options will be presented to the customer.

A large yellow “**Place your order**” button on the top right hand side of the page appears above an Order Total, and another yellow “**Place your order**” button appears at bottom of the page below the delivery and options and next to Order Total. Clicking on either of these buttons completes the checkout process

Amazon.ca SPC (payment information added and shipping address confirmed)

Secure checkout

Delivering to

Change

Add delivery instructions

Pickup available nearby

Paying with

Change

Use a gift card, voucher, or promo code

Signature or one-time password required at time of delivery

Please ensure someone will be physically present to provide the confidential one-time password or signature for this delivery in-person, and not over phone or intercom. [Learn more](#)

Try Prime FREE

Save \$12.03

we're giving you a 30-day FREE trial of Amazon Prime.

Save \$12.03 and receive your order Tomorrow, May 28, with FREE One-Day Delivery

Get started

Cancel anytime

Arriving May 30, 2026

If you order in the next 12 hours and 9 minutes

Beats Studio Pro - Wireless Bluetooth Noise Cancelling Headphones - Personalized Spatial Audio, USB-C Lossless Audio, Apple & Android Compatibility, Up to 40 Hours Battery Life - Sandstone

100+ bought in past month

\$469.94

Ships from Amazon.ca

Sold by Amazon.ca

1

+

Add gift options

Friday, May 29

Fast, FREE delivery

Sign in prime

FREE One-Day Delivery with your free trial of Prime

Monday, Jun 1

FREE Shipping

Saturday, May 30

\$8.03 Delivery

Tomorrow, May 29

\$12.03 Delivery

Place your order

Order Total: \$550.63

By placing your order, you agree to Amazon's [privacy policy](#) and [conditions of use](#).

Do you need help? Explore our [Help pages](#) or [contact us](#)

For an item ordered from Amazon.ca: When you click the "Place your order" button, we will send you an e-mail acknowledging receipt of your order. Your contract to purchase an item will not be complete until we send you an e-mail notifying you that the item has been shipped to you.

Within 30 days of delivery, you may return new, unopened merchandise in its original condition. Exceptions and restrictions apply. See Amazon.ca's [Returns Policy](#).

[Back to cart](#)

save \$8.03 with One-Day Delivery by trying Prime FREE for 30-days.

No commitments, cancel your Prime membership anytime.

Sign up for Prime

Place your order

By placing your order, you agree to Amazon's [privacy policy](#) and [conditions of use](#).

Item:

\$469.94

Shipping & Handling:

\$8.03

Estimated Registry Fee:

\$0.95

Estimated GST/HST:

\$23.94

Estimated PST/HST/QST:

\$47.77

Order Total:

\$550.63

|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>without subscribing to Prime.</p> <p>The Amazon.ca <b>SPC</b> also include various offers to try Prime, outlined below, that direct the customer to the <b>WLP</b> pop-up described in row #6, below:</p> <ol style="list-style-type: none"><li>1. A light blue box at the top right of the page, above the yellow <b>“Place your order”</b> button and Order total reads <b>“[NAME], save [AMOUNT] with One-Day Delivery by trying Prime FREE for 30 days”</b> (calculating savings based on the delivery option a customer selects) and underneath says, <b>“No commitments, cancel your Prime membership anytime.”</b> Below this text is a white <b>“Sign up for Prime”</b> button.</li><li>2. Below delivery and payment information and above the final Order Total and delivery options is a light blue box</li></ol> |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
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|  | <p>with a blue banner that reads “<b>Try Prime FREE.</b>” Underneath the banner is text that reads, “[NAME], <b>we’re giving you a 30-day Free trial of Amazon Prime</b>” and in smaller text underneath, “<b>Save [AMOUNT] and receive your order Saturday, Sept. 20, with FREE Two-Day Delivery</b>” (calculating savings based on the delivery option a customer selects). On the right-hand side of this blue banner is a white “<b>Get started</b>” button with a hyperlink reading “Cancel anytime” directly below it.</p> <p>3. The delivery options presented at the end of the SPC include an option for “<b>Free One-Day Delivery with your free trial of Prime</b>”, among other free and paid delivery options that are available without Prime. If a customer selects</p> |  |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

|  |                                                                                                                                                                                                                                           |  |
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|  | <p>this option but then declines the offer for Prime or closes the <b>WLP</b> pop-up described in row #6 below, the shipping option that was previously selected remains selected. A non-Prime delivery option is always preselected.</p> |  |
|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

#6 Clicking on any of the offers for Prime on the Amazon.ca SPC, described in row #2 above, opens the WLP pop-up.

At any time, the customer can click the “No thanks” button or can simply click out of the pop-up window by pressing “X” at the top right to close the WLP pop-up and return to the SPC. If the WLP pop-up is displayed after a customer chooses the Prime shipping option, but the customer closes the WLP pop-up or declines the Prime trial offer, the previously selected shipping option will remain in effect.

The WLP pop-up reads, “[NAME], we’re giving you a 30-day free trial of Prime.” Underneath this text, there is smaller text that reads, “After trial, Prime auto-renews for \$9.99/month (plus taxes). Cancel anytime,” followed by two buttons: a white button that says “No Thanks”; and a yellow button that says “Try Prime free for 30 days”. Above these buttons are all material

WLP pop-up after clicking on any of the offers for Prime on Amazon.ca SPC

**we're giving you a 30-day free trial of Prime.**

After trial, Prime auto-renews for \$9.99/month (plus taxes). Cancel anytime.

**Fast, free delivery**  
FREE delivery on millions of items

**Prime Video**  
Stream popular movies, shows, and live sports with limited ads

**FREE DashPass with Prime**  
Enjoy unlimited \$0 delivery fees and more.

[Are you 19-24 years old or a student?](#)

By signing up to Prime, you agree to the [Amazon Prime Terms](#), and authorize us to charge your selected payment method or another payment method on file for your membership payments. **After your 30-day free trial ends, you will be charged \$9.99/month plus tax until you cancel your Amazon Prime membership.** Cancel before your renewal date to avoid the next charge (see cancellation terms [here](#)). You may cancel anytime by visiting [this page](#) and following the instructions.

**Payment method**

Amazon Balance (includes gift cards)

**Billing address**

[change](#)

Your gift card balance, when available, will be used to pay for your Prime membership.

No thanks

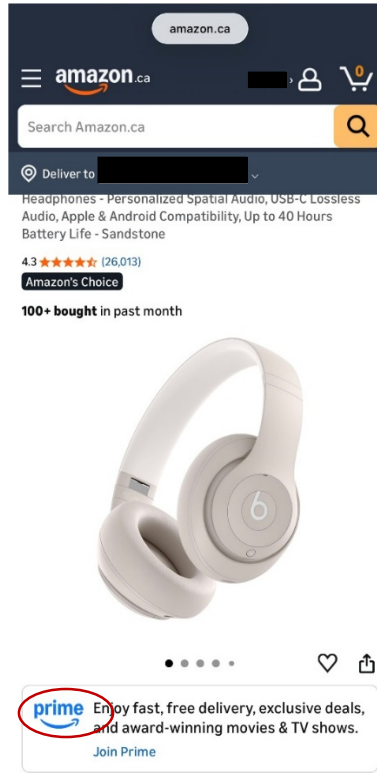
Try Prime free for 30 days

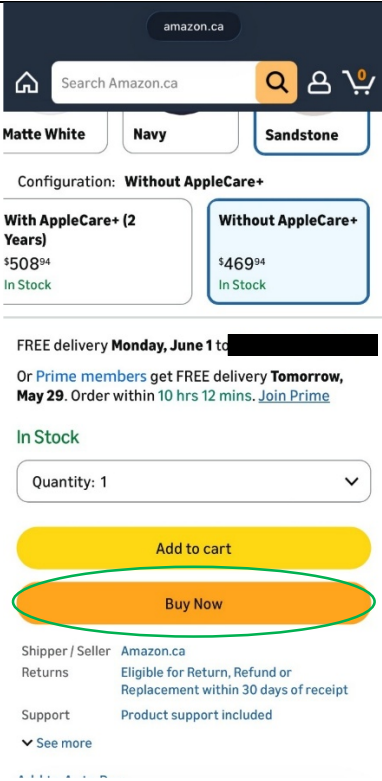
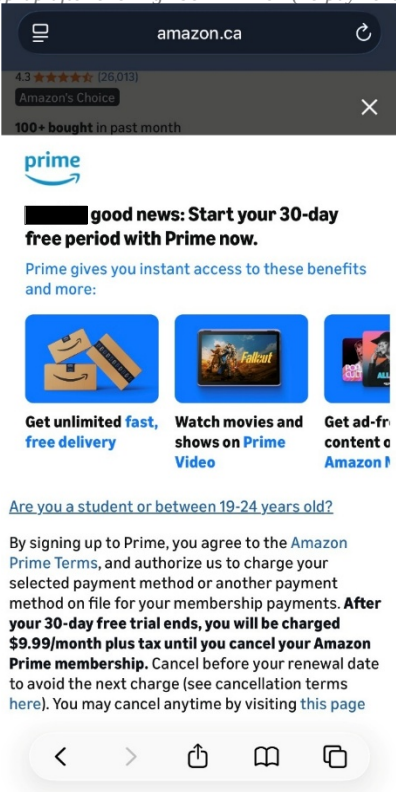
|  |                                                                                                                                                                                                                                                                                                                                                                                |  |
|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  | <p>terms of a Prime subscription, and the following is stated: <b>“After your 30-day free trial ends, you will be charged \$9.99/month plus taxes until you cancel your Amazon Prime membership.</b> Cancel before your renewal date to avoid the next charge (see cancellation terms here). You may cancel anytime by visiting this page and following the instructions.”</p> |  |
|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

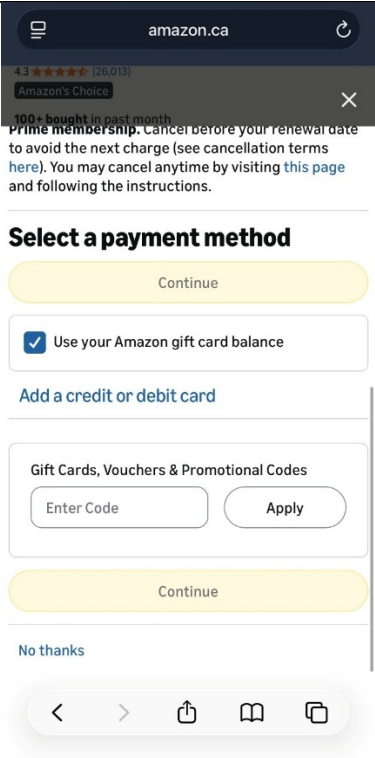


## EXHIBIT “E” – MOBILE PRODUCT DETAIL PAGE – March 2026 to Present

This is a table depicting and describing the enrollment process from a Prime-eligible Product Detail Page on a mobile browser on Amazon.ca as of May 2026.

|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Amazon.ca                                                                                                                       |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| #1 | <p>Customers that visit Prime-eligible Product Detail Pages on the Amazon.ca mobile site can enroll in Prime in two ways:</p> <ol style="list-style-type: none"> <li>Through the box positioned directly below the product image that reads, “<b>Enjoy fast, free delivery, exclusive deals, and award winning movies &amp; TV shows. Join Prime</b>”, by clicking on the “<b>Join Prime</b>” hyperlink therein (circled in red and described in row #2, below).</li> <li>By selecting the orange “<b>Buy Now</b>” button at the bottom of the page to initiate checkout, but only if the customer already has a payment method stored in their account (circled in green and described in row #3, below).</li> </ol> | <p><i>Amazon.ca Product Detail Page</i></p>  |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                               |
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|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                             |
| #2 | <p>If a customer clicks “<b>Join Prime</b>” from a Prime-eligible Product Detail Page on mobile (circled in red in row #1, above), the <b>WLP</b> pop-up appears. At any time, the customer can click the “X” to close the pop-up at the top right , or select or “<b>No thanks</b>” at the bottom of the <b>WLP</b> pop-up and proceed with browsing as normal.</p> <p><u>Whether the customer does or does not have a payment method stored in their Amazon.ca account, the WLP pop up reads, “[NAME], good news: Start your 30-day free period with Prime now” and highlights the benefits available with Prime. Customers provide a payment method to illuminate the “Continue” button and proceed.</u></p> <p>Once customers provide a payment method, two buttons are available. A yellow button displays “<b>Try Prime free for</b></p> | <p><i>WLP pop-up after clicking “Join Prime” (no payment stored)</i></p>  |

|  |                                                 |                                                                                    |
|--|-------------------------------------------------|------------------------------------------------------------------------------------|
|  | <p><b>30 days” and “No thanks”</b> buttons.</p> |  |
|--|-------------------------------------------------|------------------------------------------------------------------------------------|

WLP pop-up after clicking "Join Prime" (payment already stored or after entering Payment and clicking Continue)

amazon.ca

prime

good news: Start your 30-day free period with Prime now.

Prime gives you instant access to these benefits and more:

Get unlimited fast, free delivery

Watch movies and shows on Prime Video

Get ad-free content on Amazon Music

Are you a student or between 19-24 years old?

By signing up to Prime, you agree to the Amazon Prime Terms, and authorize us to charge your selected payment method or another payment method on file for your membership payments. After your 30-day free trial ends, you will be charged \$9.99/month plus tax until you cancel your Amazon Prime membership. Cancel before your renewal date to avoid the next charge (see cancellation terms here). You may cancel anytime by visiting this page and following the instructions.

Payment method

Amazon Balance (includes gift cards)

Your gift card balance, when available, will be used to pay for your Prime membership.

Try Prime free for 30 days

No thanks

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amazon.ca

free delivery

shows on Prime Video

content on Amazon Music

Are you a student or between 19-24 years old?

By signing up to Prime, you agree to the Amazon Prime Terms, and authorize us to charge your selected payment method or another payment method on file for your membership payments. After your 30-day free trial ends, you will be charged \$9.99/month plus tax until you cancel your Amazon Prime membership. Cancel before your renewal date to avoid the next charge (see cancellation terms here). You may cancel anytime by visiting this page and following the instructions.

Payment method

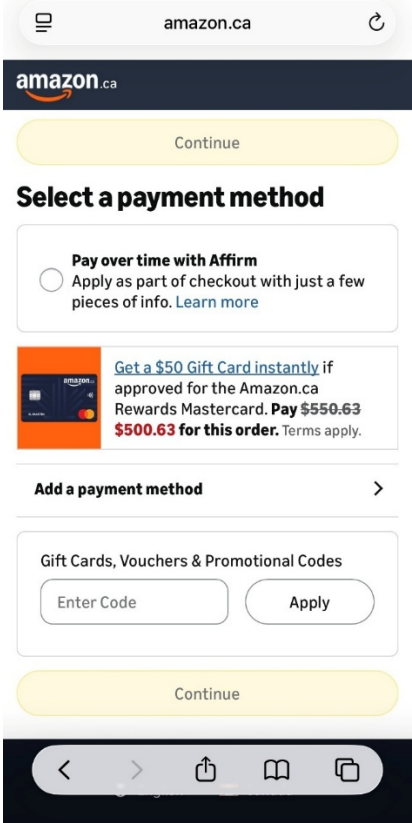
Amazon Balance (includes gift cards)

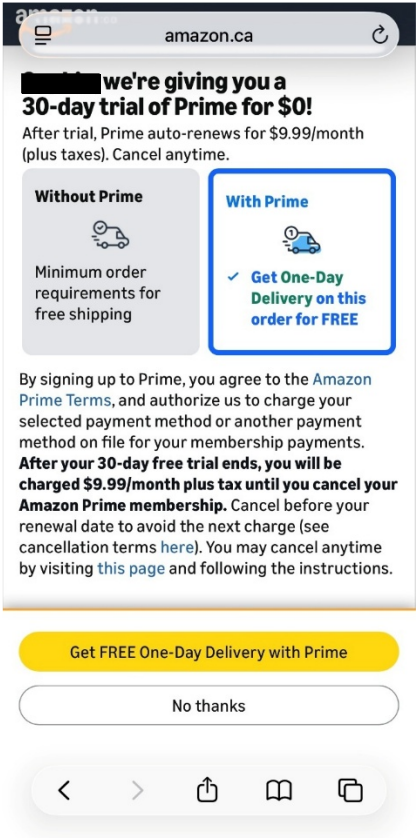
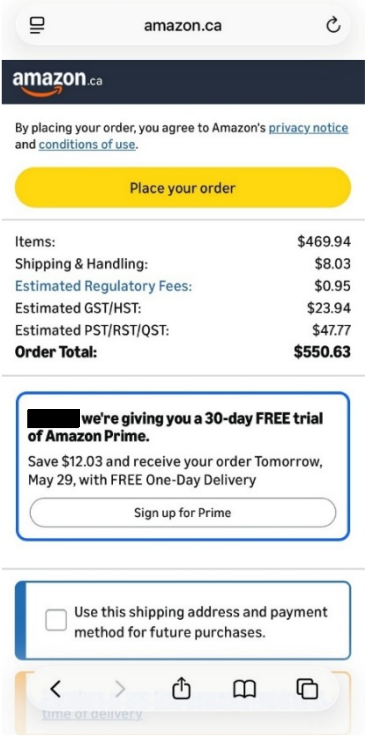
Your gift card balance, when available, will be used to pay for your Prime membership.

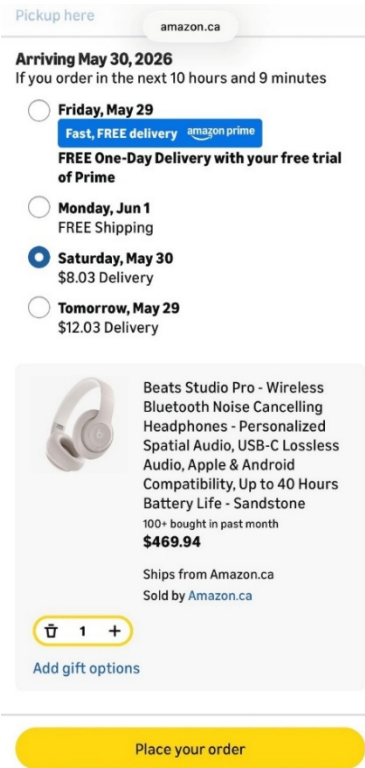
Try Prime free for 30 days

No thanks

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|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                              |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #3 | <p>After selecting <b>“Buy Now”</b> on a mobile Product Detail Page (circled in <b>green</b> in row #1) on Amazon.ca, the process diverges depending on whether a customer already has payment information stored in their account.</p> <p><u>If the customer does not have payment information saved in their Amazon.ca account,</u> clicking <b>“Buy Now”</b> will prompt them to enter this information before they are able to click <b>“Continue”</b> and proceed with their purchase. Entering payment information and clicking <b>“Continue”</b> directs the customer to the SPC, described in rows #4-5 below.</p> <p><u>For a customer with payment information saved in their Amazon.ca account,</u> clicking <b>“Buy Now”</b> brings up the UPDP.</p> <p>The UPDP reads <b>“[NAME], we’re giving you a 30-day trial of Amazon Prime for \$0!”</b> below which is <b>“After trial, Prime auto-renews for \$9.99/month (plus taxes). Cancel anytime.”</b> Below the offer are details about Prime benefits, followed by a <b>“Get FREE One-Day Delivery with Prime”</b> button and a <b>“No thanks”</b> button.</p> <p>The terms are listed again immediately below the benefits and automatically expand by scrolling down the page.</p> <p>Clicking <b>“No thanks”</b> directs the customer to the SPC to complete the purchase, as described in rows #4-5 below.</p> | <p>Pop-up after clicking <b>“Buy Now”</b> button (no payment stored)</p>  |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                          |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <p>UPDP after clicking “Buy Now” button (payment already stored)</p>  |
| #4 | <p>The <b>SPC</b> is the last page a customer reaches on Amazon.ca when making a purchase. A customer reaches the <b>SPC</b> by clicking the “<b>Buy Now</b>” button on a Product Detail Page (as described in rows #1-3 above).</p> <p>Once a customer has confirmed their payment information and confirmed or entered a delivery address, a large yellow “<b>Place your order</b>” button appears at the top of the <b>SPC</b> on Amazon.ca, above the Order Total. Clicking on this button completes the checkout process without subscribing to Prime.</p> <p>Below the “<b>Place your order</b>” button and Order Total are various offers for Amazon Prime, outlined below, that direct the customer to a <b>WLP</b> pop-up that discloses all the</p> | <p>Amazon.ca mobile SPC</p>                                          |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>materials of Prime and is described in row #4 below.</p> <p>At the very bottom of the SPC on Amazon.ca, after delivery information, is another yellow “Place your order” button that completes the checkout process:</p> <ol style="list-style-type: none"><li>1. Below the Order Total and above Payment Information is a white box with a blue outline that reads “[NAME], we’re giving you a 30-day FREE trial of Amazon Prime.” In smaller text underneath—which may vary based on the customer—is written, “Save [AMOUNT] and receive your order Tomorrow, [DATE] with FREE One-Day Delivery” (calculating savings based on the delivery option a customer selects). Below is a white button that says, “Sign up for Prime”.</li><li>2. The delivery options presented at the end of the SPC include an option for “Fast, FREE delivery” with a free trial of Prime, described as “FREE One-Day Delivery with your free trial of Prime”, among other free and paid delivery options that are available without Prime. If a customer selects this option but then declines the offer for Prime or closes the WLP pop-up described in row #5 below, the shipping option that was</li></ol> |  <p>The screenshot shows the Amazon.ca checkout page. At the top, there's a 'Pickup here' button and the 'amazon.ca' logo. Below that, it says 'Arriving May 30, 2026' and 'If you order in the next 10 hours and 9 minutes'. There are three delivery options: 'Friday, May 29' with 'Fast, FREE delivery' and 'FREE One-Day Delivery with your free trial of Prime'; 'Monday, Jun 1' with 'FREE Shipping'; and 'Saturday, May 30' with '\$8.03 Delivery' (selected). Below these is 'Tomorrow, May 29' with '\$12.03 Delivery'. A product card for 'Beats Studio Pro - Wireless Bluetooth Noise Cancelling Headphones' is shown with a price of '\$469.94' and a quantity of '1'. At the bottom, there's a yellow 'Place your order' button.</p> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

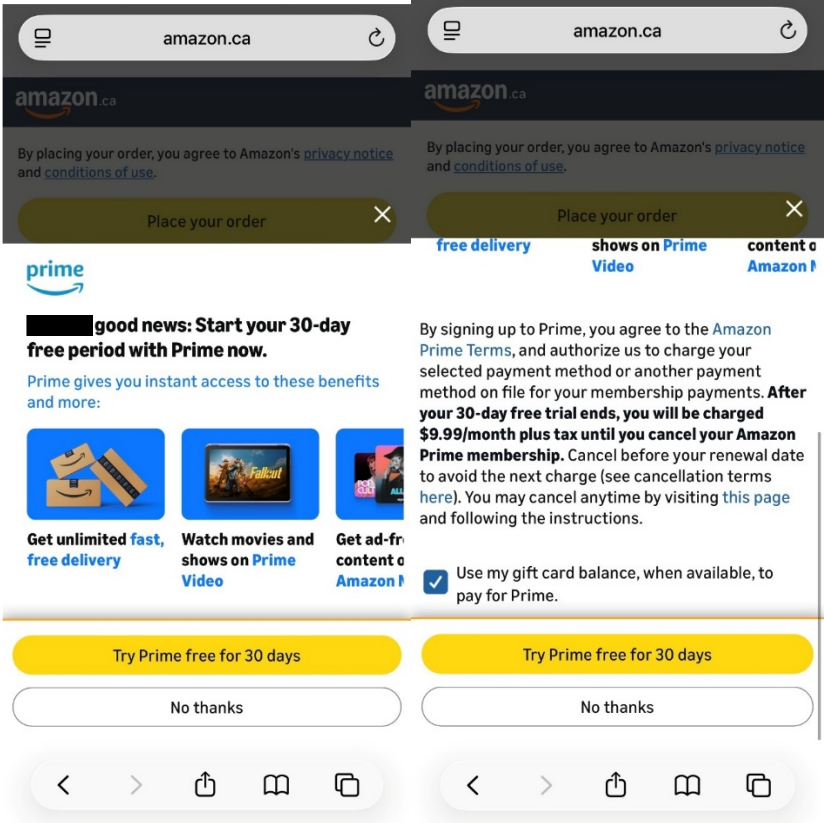
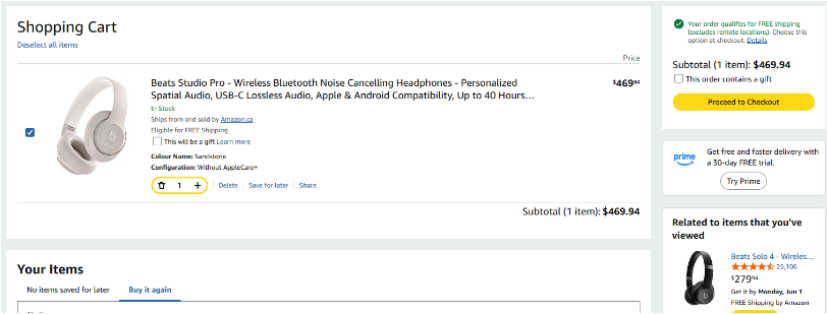
|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                             |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | previously selected remains selected. A non-Prime delivery option is always pre-selected.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                             |
| #5 | <p>If a customer clicks on either offer for Prime on the Amazon.ca <b>SPC</b> (described in row #4 above), they are presented with the <b>WLP</b> pop-up.</p> <p>The <b>WLP</b> pop-up highlights Prime benefits and discloses all material terms of a Prime membership and trial immediately below the <b>“Try Prime free for 30 days”</b> button (which enrolls the customer in Prime) and the <b>“No thanks”</b> button (which returns them to the homepage). The material terms of a Prime subscription appear at the bottom of the <b>WLP</b> pop-up in a sticky footer and unfold automatically when a customer scrolls down the pop-up.</p> <p>Above the sticky footer is a <b>“Try Prime free for 30 days”</b> button, which enrolls the customer in Prime, and a <b>“No thanks”</b> button, which returns them to the <b>SPC</b> in row #4 above.</p> | <p><i>WLP pop-up after clicking on any of the Prime offers on the Amazon.ca SPC</i></p>  |



EXHIBIT “F” – DESKTOP SHOPPING CART – March 2026 to Present

This is a table depicting and describing the enrollment process from a customers’ shopping cart on a desktop browser on Amazon.ca as of May 2026, which lead customers to the SPC.

|    | Description                                                                                                                                                                                                                                                                                                                                                                   | Amazon.ca                                                                                                                         |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| #1 | <p>Customers can enroll in Prime from the Shopping Cart on Amazon.ca in two ways:</p> <ol style="list-style-type: none"><li>1. Clicking the yellow button that reads <b>“Proceed to Checkout”</b> (described in row #2) that appears on the right side of the page, under the subtotal of the order.</li><li>2. Clicking <b>“Join Prime”</b> (described in row #3).</li></ol> | <p><i>Amazon.ca Desktop Shopping Cart</i></p>  |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <div>#2</div> <div>If a customer with payment information stored in their account clicks on the <b>“Proceed to Checkout”</b> button from their Shopping Cart on Amazon.ca (described in row #1 above), they will be directed to a <b>UPDP</b>.</div> <div>The <b>UPDP</b> page reads “[NAME], we’re giving you a 30-day trial of Prime for \$0!” with text directly below that calculates the savings a customer will receive with Prime on the particular product being purchased and advertises <b>“Same-Day Delivery for \$0”</b>. All the material terms of a Prime subscription are listed, including price. Clicking <b>“No thanks”</b> takes the customer to the <b>SPC</b> (described in rows #6-8 below).</div> <div>Clicking the yellow <b>“Get FREE Same-Day Delivery with Prime”</b> button starts the Prime trial. The prices of the subscriptions after the free trial ends are listed twice, both directly below the benefits charts.</div> | <div>UPDP after clicking <b>“Proceed to Checkout”</b> from Shopping Cart (payment already stored)</div> <div><div><div>Offers</div><div><div><div><div><div></div><div>we're giving you a 30-day trial of Prime for \$0!</div><div>Receive eligible items Today, May 28 with Prime</div></div><div><div>Without Prime</div><div><div><div></div><div>Minimum order requirements for free shipping</div></div><div><div></div><div>No access to exclusive member deals &amp; savings events</div></div></div><div><div>With Prime</div><div><div><div></div><div>Get Same-Day Delivery on this order for \$12.99 \$0</div></div><div><div></div><div>Exclusive deals on thousands of items</div></div></div></div><div><div>After trial, Prime auto-renews for \$14.99/month (plus taxes). Cancel anytime.</div><div><div>By signing up to Prime, you agree to the Amazon Prime Terms and Conditions and authorize us to charge your selected payment method or another payment method on file \$14.99 each month plus tax after your 30 days Free Trial ends until you cancel. We will notify you in advance if the price changes. You may cancel anytime by visiting this page and following the instructions. Cancel before your renewal date to avoid the next charge (see cancellation terms here). Prime delivery speeds vary by product and location. Same Day Delivery in eligible areas. Learn more here about Amazon Prime Shipping Benefits.</div><div><div><div>Select a payment method for Prime</div><div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div>Amazon gift card balance</div></div></div><div><div><div>Your gift card balance, when available, will be used to pay for your Prime membership.</div></div></div></div><div><div>Billing address</div><div><div></div><div>change</div></div></div><div><div>No thanks</div><div>Get FREE Same-Day Delivery with Prime</div></div></div></div></div></div></div></div></div></div></div> |
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|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| #3 | <p>If a customer clicks <b>“Join Prime”</b> from the Shopping Cart (described in row #1 above), the <b>WLP</b> pop-up appears on <b>Amazon.ca</b>.</p> <p>At any time, the customer can click <b>“No thanks”</b> (circled in red) or simply click out of the pop-up window by pressing <b>“X”</b> at the top right to close it and proceed with browsing as normal.</p> <p>If the customer does not have payment information saved to their account, <b>on Amazon.ca</b> the <b>WLP</b> pop-up reads <b>“[NAME], we’re giving you a 30-day free trial of Prime.”</b></p> <p>Underneath this text, there is smaller text that reads <b>“After trial, Prime auto-renews for \$9.99/month (plus taxes). Cancel anytime.”</b> It further highlights those benefits and asks customers to provide a payment method to proceed.</p> <p>Only after adding a payment method can the customer select <b>“Continue.”</b></p> | <p><i>“Join Prime” WLP pop-up before and after payment method is added</i></p> |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|



we're giving you a 30-day free trial of Prime.

After trial, Prime auto-renews for \$9.99/month (plus taxes). Cancel anytime.



**Fast, free delivery**  
FREE delivery on millions of items



**Prime Video**  
Stream popular movies, shows, and live sports with limited ads



**FREE DashPass with Prime**  
Enjoy unlimited \$0 delivery fees and more.

[Are you 19-24 years old or a student?](#)

By signing up to Prime, you agree to the [Amazon Prime Terms](#), and authorize us to charge your selected payment method or another payment method on file for your membership payments. **After your 30-day free trial ends, you will be charged \$9.99/month plus tax until you cancel your Amazon Prime membership.** Cancel before your renewal date to avoid the next charge (see cancellation terms [here](#)). You may cancel anytime by visiting [this page](#) and following the instructions.

## Select a payment method

**Your available balance**

☒ 

 Use your Amazon gift card balance

Continue

## Add a Payment Method

**Gift Cards, Vouchers & Promotional Codes**

Enter a gift card, voucher or promotional code



**Credit Cards**

Amazon accepts major credit and debit cards.









Add a credit or debit card

No thanks

**[REDACTED], we're giving you a 30-day free trial of Prime.**

After trial, Prime auto-renews for \$9.99/month (plus taxes). Cancel anytime.

**Fast, free delivery**  
FREE delivery on millions of items

**Prime Video**  
Stream popular movies, shows, and live sports with limited ads

**FREE DashPass with Prime**  
Enjoy unlimited \$0 delivery fees and more.

[Are you 19-24 years old or a student?](#)

By signing up to Prime, you agree to the [Amazon Prime Terms](#), and authorize us to charge your selected payment method or another payment method on file for your membership payments. **After your 30-day free trial ends, you will be charged \$9.99/month plus tax until you cancel your Amazon Prime membership.** Cancel before your renewal date to avoid the next charge (see cancellation terms [here](#)). You may cancel anytime by visiting [this page](#) and following the instructions.

Select a payment method

Your credit cards

Name on cardExpires on

[REDACTED]

Your available balance

☒ Use your Amazon gift card balance

Continue

More payment options

Gift Cards, Vouchers & Promotional Codes

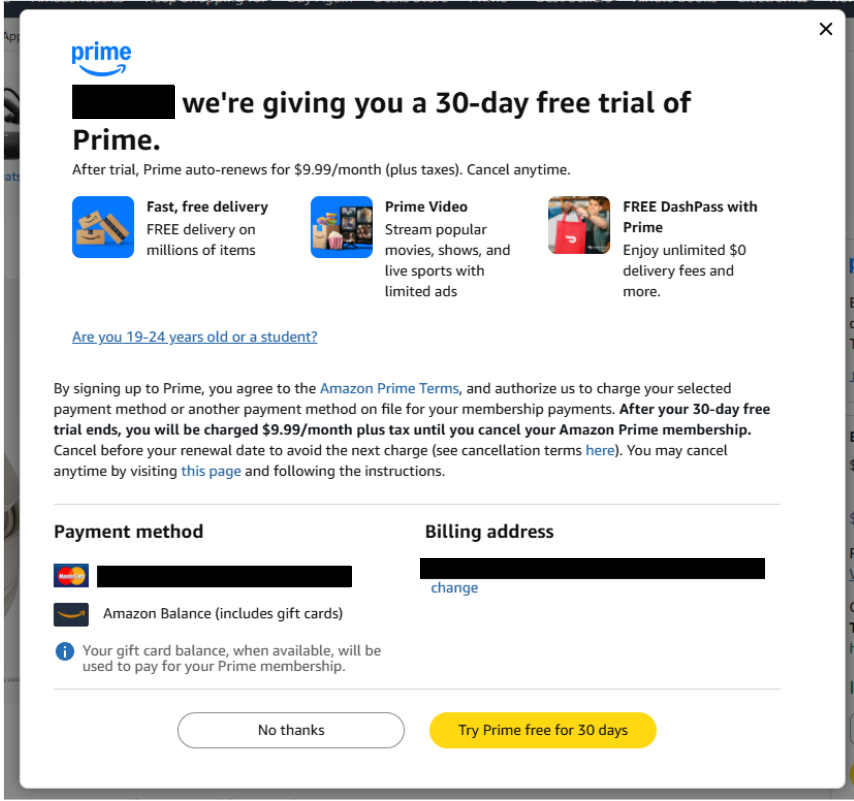
[Enter a gift card, voucher or promotional code](#)

Credit Cards

Amazon accepts major credit and debit cards.

Add a credit or debit card

No thanks

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>#4</p> <p>If a customer clicks <b>“Join Prime”</b> from the Shopping Cart (described in row #1 above) and has a payment method stored in their Amazon.ca account, or once they enter payment information and click <b>“Continue”</b> (described in row #4 above), the <b>WLP</b> pop-up presents two buttons: a white button that says <b>“No Thanks”</b> and a yellow button that says <b>“Try Prime free for 30 days”</b>. Clicking <b>“No thanks”</b> returns the customer to the Product Detail Page.</p> <p>Directly underneath the benefits, the <b>WLP</b> pop-up discloses all material terms of a Prime subscription, and reads <b>“After your 30-day free trial ends, you will be charged \$9.99/month plus taxes until you cancel your Amazon Prime membership.</b> Cancel before your renewal date to avoid the next charge (see cancellation terms here). You may cancel anytime by visiting this page and following the instructions.”</p> | <p><i>“Join Prime” WLP pop-up if payment was stored, or after entering payment and clicking Continue</i></p>  |
| <p>#5</p> <p>The <b>SPC</b> is the last page a customer reaches on Amazon.ca when making a purchase. A customer reaches the SPC by clicking the <b>“Proceed to checkout”</b> button from their Shopping Cart (see row #1, above).</p> <p>If a customer reaches the <b>SPC</b> but has not yet <u>added payment information to their Amazon.ca account</u>, they will be prompted to enter payment information (and shipping information if none has already been saved).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <p><i>Amazon.ca SPC (no payment information added)</i></p>                                                                                                                                        |

If a customer already has payment information (or shipping information) saved to their Amazon.ca account, these sections will already be filled in (and may ask the customer to confirm the selection).

On Amazon.ca, once a customer has confirmed or entered a payment method, the **UPDP** pops up and reads, “[NAME], we’re giving you a **30-day FREE trial of Amazon Prime!**” and in smaller text directly underneath “Save \$12.03 on One-Day Delivery”. Underneath a chart highlighting eligible savings and benefits, it reads “**After your 30-day free trial ends, you will be charged \$9.99/month plus tax until you cancel your Amazon Prime membership.** Cancel before your renewal date to avoid the next charge (see cancellation terms here). You may cancel anytime by visiting this page and following the instructions”.

To proceed, the customer may click either “**Continue without the Amazon Prime benefits**” or the “X” at the top right of the UPDP pop up to continue the checkout process without Prime. A customer may also click the yellow “**Start 30-day FREE trial**”, to start their Prime trial and checkout. Above these two buttons, all material terms of a Prime membership and trial are disclosed.

Secure checkout

Delivering to

Change

Add delivery instructions

Pickup available nearby

Payment method

Pay \$556.65 **\$500.65** for this order. Get a \$50 Gift Card upon approval for the Amazon.ca Rewards Mastercard. Terms apply. [Learn more](#)

\$50 Gift Card

Your available balance

Enter a gift card, voucher or promotional code

Enter Code

Apply

Your credit cards

Add a credit or debit card

Amazon accepts all major credit cards.

Payment plans

☐ Pay over time with Affirm

Apply as part of checkout with just a few pieces of info. [Learn more](#)

Use this payment method

Review items and shipping

Do you need help? Explore our help pages or contact us

For an item ordered from Amazon.ca: When you click the "Place your order" button, we will send you an e-mail acknowledging receipt of your order. Your contract to purchase an item will not be complete until we send you an e-mail notifying you that the item has been shipped to you.

Within 30 days of delivery, you may return new, unopened merchandise in its original condition. Exceptions and restrictions apply. See Amazon.ca's [Returns Policy](#).

[Back to cart](#)

UPDP pop-up after payment method is entered on Amazon.ca SPC

**we're giving you a 30-day FREE trial of Amazon Prime!**

Save \$12.03 and receive your order **Tomorrow, May 29**, with FREE One-Day Delivery

Without Prime

— X Pay \$12.03 in shipping fees for this order

— X Not included

— X Not included

prime

✓ Save \$12.03 on One-Day Delivery

✓ Prime Video – enjoy award-winning Amazon Originals, movies and TV shows with **limited ads**

✓ All the music + top podcasts **ad-free** on Amazon Music

After your free trial, Amazon Prime is just \$9.99/month

By signing up to Prime, you agree to the [Amazon Prime Terms](#), and authorize us to charge your selected payment method or another payment method on file for your membership payments. **After your 30-day free trial ends, you will be charged \$9.99/month plus tax until you cancel your Amazon Prime membership.** Cancel before your renewal date to avoid the next charge (see cancellation terms [here](#)). You may cancel anytime by visiting [this page](#) and following the instructions.

☒ Use my gift card balance, when available, to pay for Prime.

[Continue without the Amazon Prime benefits](#)

[Start 30-day FREE trial](#)

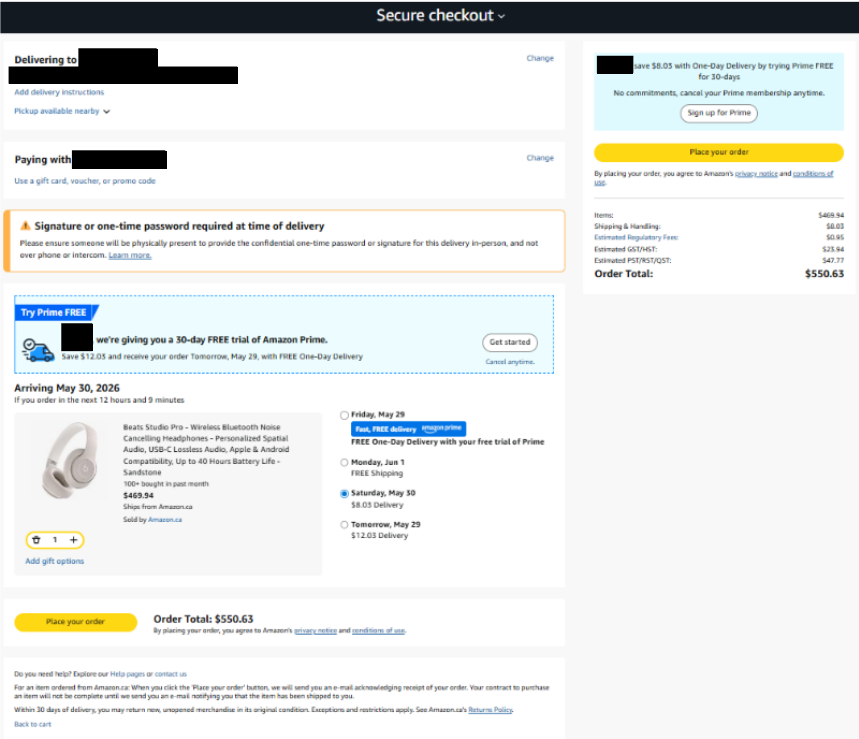
#6 If payment information is already saved to a customer's account, or after a customer has entered or confirmed their payment and shipping information in the **SPC** on Amazon.ca (described in row #3, above), a final Order Total will appear on the right-hand side of the page and at the bottom of the **SPC**, and different delivery options will be presented to the customer.

A large yellow **“Place your order”** button on the top right hand side of the page appears above an Order Total, and another yellow **“Place your order”** button appears at bottom of the page below the delivery and options and next to Order Total. Clicking on either of these buttons completes the checkout process without subscribing to Prime.

The Amazon.ca **SPC** also include various offers to try Prime, outlined below, that direct the customer to the **WLP** pop-up described in row #7, below:

1. A light blue box at the top right of the page, above the yellow **“Place your order”** button and Order total reads **“[NAME], save [AMOUNT] with One-Day Delivery by trying Prime FREE for 30 days”** (calculating savings based on the delivery option a customer selects) and underneath says, “No commitments, cancel your Prime membership anytime.” Below this text is a white “Sign up for Prime” button.
2. Below delivery and payment information and above the final Order Total and delivery options is a light blue box with a blue banner that reads **“Try Prime FREE.”** Underneath the banner is text that

Amazon.ca SPC (payment information added and shipping address confirmed)



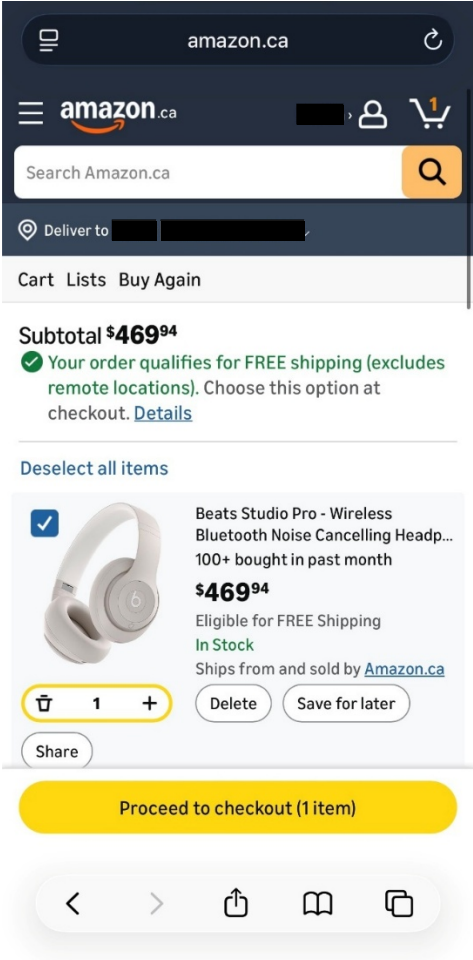
|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                         |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
|    | <p>reads, “[NAME], we’re giving you a 30-day Free trial of Amazon Prime” and in smaller text underneath, “Save [AMOUNT] and receive your order [DATE], with FREE One-Day Delivery” (calculating savings based on the delivery option a customer selects). On the right-hand side of this blue banner is a white “<b>Get started</b>” button with a hyperlink reading “Cancel anytime” directly below it.</p> <p>3. The delivery options presented at the end of the SPC include an option for “<b>Free One-Day Delivery with your free trial of Prime</b>”, among other free and paid delivery options that are available without Prime. If a customer selects this option but then declines the offer for Prime or closes the <b>WLP</b> pop-up described in row #7 below, the shipping option that was previously selected remains selected. A non-Prime delivery option is always preselected.</p> |                                                                                         |
| #7 | <p>Clicking on any of the offers for Prime on the Amazon.ca <b>SPC</b>, described in row #6 above, opens the <b>WLP</b> pop-up.</p> <p>At any time, the customer can click the “<b>No thanks</b>” button or can simply click out of the pop-up window by pressing “<b>X</b>” at the top right to close the <b>WLP</b> pop-up and return to the SPC. If the <b>WLP</b> pop-up is displayed after a customer chooses the Prime shipping option, but the customer closes the <b>WLP</b> pop-up or declines the Prime trial offer, the previously selected shipping option will remain in effect.</p> <p>On Amazon.ca the WLP pop-up reads, “[NAME], we’re giving you a 30-day free trial of Prime.” Underneath this text, there is smaller text that reads, “After trial, Prime auto-</p>                                                                                                                | <p><i>WLP pop-up after clicking on any of the offers for Prime on Amazon.ca SPC</i></p> |

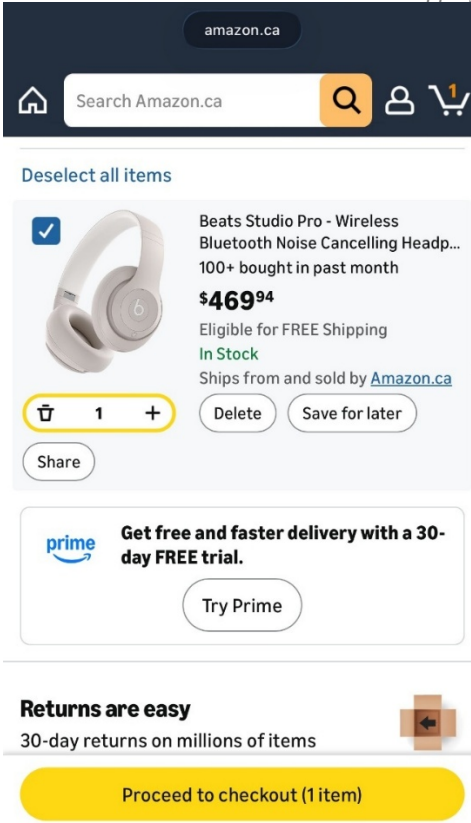
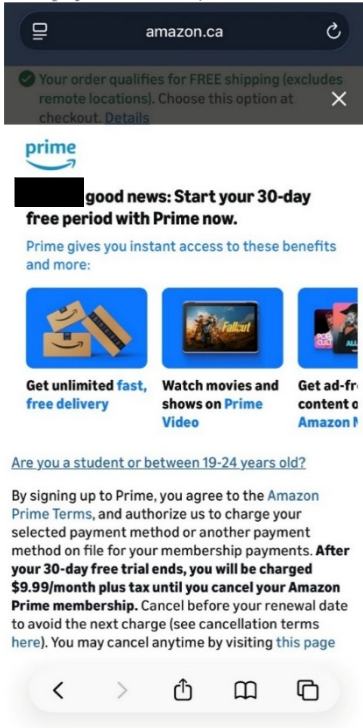


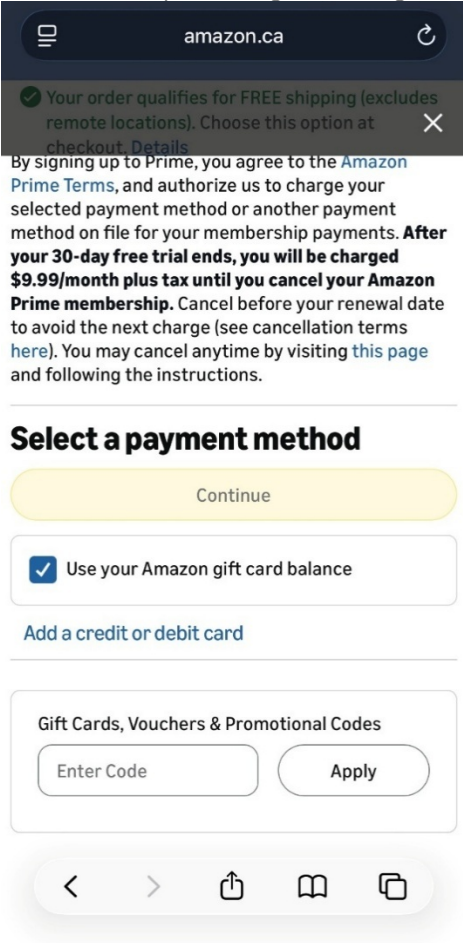


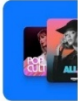
EXHIBIT “F” – MOBILE SHOPPING CART – March 2026 to Present

This is a table depicting and describing the enrollment process from a customer’s shopping cart on a mobile browser on Amazon.ca as of May 2026.

|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Amazon.ca                                                                                                                           |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| #1 | <p>From the mobile Shopping Cart page on Amazon.ca, if a customer clicks “<b>Proceed to checkout</b>” (which occupies the bottom of the page as a sticky footer), they are directed to the Amazon.ca mobile SPC (see rows #3-4, below), provided they already have payment information saved in their account. If the customer does not already have payment information saved, clicking “<b>Proceed to checkout</b>” will prompt them to enter payment information before proceeding to the SPC (see row #3, below).</p> <p>If a customer scrolls down their cart page, they will see a white box below the items in their cart, with a blue Prime logo text that states, “<b>Get free and faster delivery with a 30-day FREE trial</b>”, above a white “<b>Try Prime</b>” button.</p> | <div><p>Amazon.ca Mobile Shopping Cart</p></div> |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <p>“Try Prime” button in the Amazon.ca Mobile Shopping Cart</p>  <p>The screenshot shows the Amazon.ca mobile shopping cart interface. At the top, there's a dark header with the Amazon.ca logo, a search bar, and icons for home, search, account, and cart. Below the header, it says 'Deselect all items'. The main content area shows a single item in the cart: 'Beats Studio Pro - Wireless Bluetooth Noise Cancelling Headp...' with a price of \$469.94. Below the item, there's a 'Share' button and a 'Try Prime' button. At the bottom, there's a yellow button that says 'Proceed to checkout (1 item)'.</p>                                                                                                                                                      |
| #2 | <p>Selecting the “Try Prime” button from the bottom of the mobile Shopping Cart page on Amazon.ca brings up the WLP pop-up.</p> <p>If the customer does not already have a payment method stored in their account on Amazon.ca, the WLP pop-up reads, “[NAME], good news: Start your 30-day free period with Prime now” and highlights the benefits available with Prime. Customers must provide a payment method to illuminate the “Continue” button and proceed or can exit the WLP and decline the offer for Prime by clicking the “X” to close the pop-up at the top right, or by clicking the “No thanks” button in the footer, which will return them to the shopping cart.</p> <p>If a customer has a payment method stored in their</p> | <p>WLP pop-up from clicking “Try Prime” in the Amazon.ca Mobile Shopping Cart (no payment stored)</p>  <p>The screenshot shows a WLP pop-up on the Amazon.ca mobile shopping cart. The pop-up has a dark header with the Amazon.ca logo and a close button (X). Below the header, it says 'good news: Start your 30-day free period with Prime now.' and 'Prime gives you instant access to these benefits and more:'. There are three icons representing benefits: 'Get unlimited fast, free delivery', 'Watch movies and shows on Prime Video', and 'Get ad-fr content o Amazon'. Below the icons, there's a link 'Are you a student or between 19-24 years old?'. At the bottom, there's a paragraph of text about the Prime trial and a footer with navigation icons.</p> |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                |
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| <p><u>Amazon.ca</u> account, or once they enter their payment information and click “Continue”, the WLP pop-up discloses all material terms of a Prime membership and trial. It includes a “Try Prime free for 30 days” button, which enrolls the customer in Prime, directly above a “No thanks” button, which returns customers to the Shopping Cart.</p> <p>All material terms of a Prime membership and trial appear directly below the benefits, and automatically expand by scrolling down the pop-up.</p> | <p>WLP pop-up from clicking “Try Prime” in the Amazon.ca Mobile Shopping Cart (payment stored or after entering and clicking Continue)</p>  |
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|  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | <div><div>amazon.ca</div><div><div>✓ Your order qualifies for FREE shipping (excludes remote locations). Choose this option at checkout. <a href="#">Details</a></div></div><div><div>prime</div><div><div>good news: Start your 30-day free period with Prime now.</div><div>Prime gives you instant access to these benefits and more:</div><div><div><div><div>Get unlimited fast, free delivery</div></div><div><div><div>Watch movies and shows on Prime Video</div></div><div><div><div>Get ad-free content on Amazon Music</div></div></div><div><div><a href="#">Are you a student or between 19-24 years old?</a></div><div>By signing up to Prime, you agree to the <a href="#">Amazon Prime Terms</a>, and authorize us to charge your selected payment method or another payment method</div><div><div>Try Prime free for 30 days</div><div>No thanks</div></div><div><div>&lt; &gt; ⬆ ⬇ 📄</div></div></div></div></div></div></div></div></div> |
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|--|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | <div><div>amazon.ca</div><div><div>✓ Your order qualifies for FREE shipping (excludes remote locations). Choose this option at checkout. <a href="#">Details</a></div></div></div> <div><a href="#">Are you a student or between 19-24 years old?</a></div> <div>By signing up to Prime, you agree to the <a href="#">Amazon Prime Terms</a>, and authorize us to charge your selected payment method or another payment method on file for your membership payments. <b>After your 30-day free trial ends, you will be charged \$9.99/month plus tax until you cancel your Amazon Prime membership.</b> Cancel before your renewal date to avoid the next charge (see cancellation terms <a href="#">here</a>). You may cancel anytime by visiting <a href="#">this page</a> and following the instructions.</div> <div><div>Payment method</div><div><div></div><div>Amazon Balance (includes gift cards)</div><div>&gt;</div></div><div><div>i</div><div>Your gift card balance, when available, will be used to pay for your Prime membership.</div></div><div>Billing address</div></div> <div><div>Try Prime free for 30 days</div><div>No thanks</div></div> <div><div>&lt; &gt; ⬆ ⬇ 📄</div></div> |
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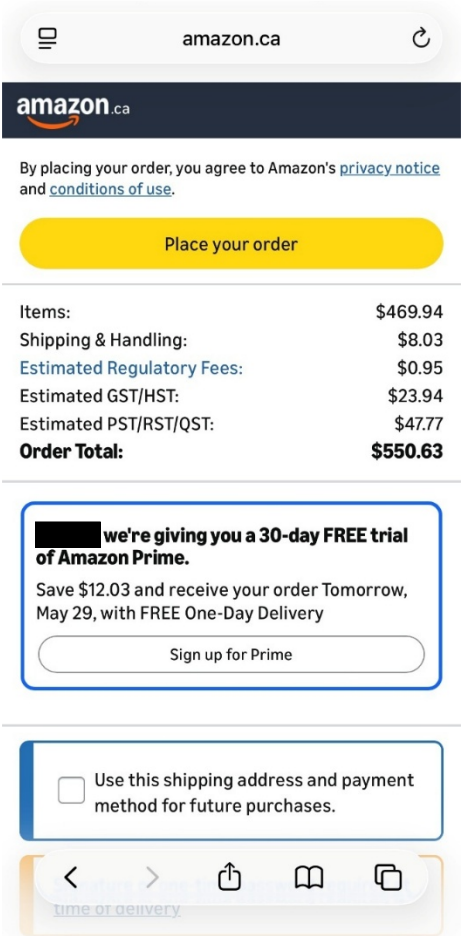
#3

The **SPC** is the last page a customer reaches on Amazon.ca when making a purchase. A customer reaches the **SPC** by clicking “**Proceed to checkout**” from their Shopping Cart (see rows #1-2, above). Once a customer has confirmed their payment information and confirmed or entered a delivery address on the, a large yellow “**Place your order**” button appears at the top of the SPC on Amazon.ca, above the Order Total. Clicking on this button completes the checkout process without subscribing to Prime.

Below the “**Place your order**” button and Order total are various offers for Amazon Prime, outlined below, that direct the customer to the **WLP** pop-up described in row #4, below:

1. Below the final Order Total is a box with a blue outline that reads “[NAME], we’re giving you a 30-day Free trial of Amazon Prime” and in smaller text underneath, “Save [AMOUNT] and receive your order Saturday, [DATE], with FREE One-Day Delivery” (calculating savings based on the delivery option a customer selects). Below this is a white button that says, “**Sign up for Prime.**”
2. The delivery options presented at the end of the SPC include an option for “**Free One-Day Delivery with your free trial of Prime**”, among other free and paid delivery options that are available without Prime. If a customer selects this option but then declines the offer for Prime or closes the **WLP** pop-up described in row #4 below, the shipping option that was previously

Amazon.ca mobile SPC



|                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>selected remains selected.<br/>A non-Prime delivery option is always preselected.</p> | <div><div>amazon.ca</div><div>Signature or one-time password required at time of delivery</div></div> <div><div>Paying with</div><div>Change payment method</div><div>Use a gift card, voucher, or promo code</div></div> <div><div>Delivering to</div><div>Change delivery address</div><div>Add delivery instructions</div><div>Pickup near this address ^</div><div>See details</div><div>Pickup here</div></div> <div><div>Arriving May 30, 2026</div><div>If you order in the next 7 hours and 57 minutes</div><div><div><input type="radio"/> Friday, May 29</div><div>Fast, FREE delivery</div><div>amazon prime</div><div>FREE One-Day Delivery with your free trial of Prime</div></div><div><input type="radio"/> Monday, Jun 1</div><div>FREE Shipping</div><div><input checked="" type="radio"/> Saturday, May 30</div><div>\$8.03 Delivery</div></div> <div><div>&lt; &gt;</div><div></div><div></div><div></div></div> |
|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



☐ **Tomorrow, May 29**  
\$12.03 Delivery

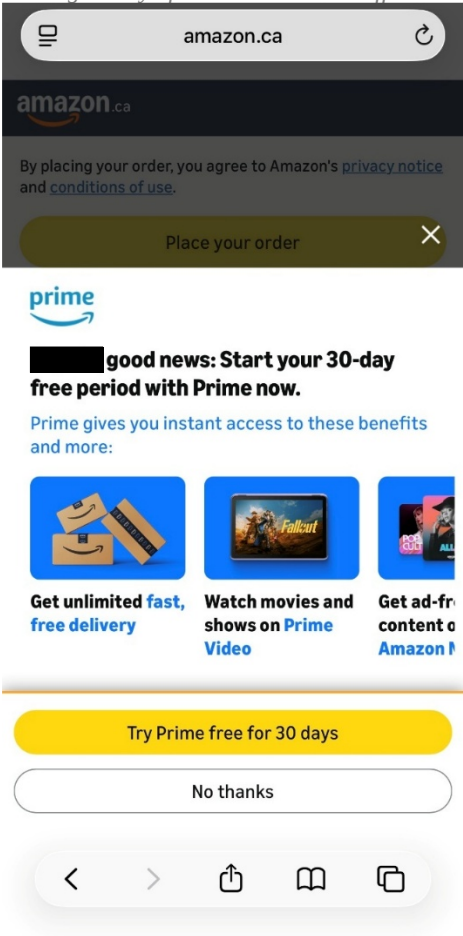


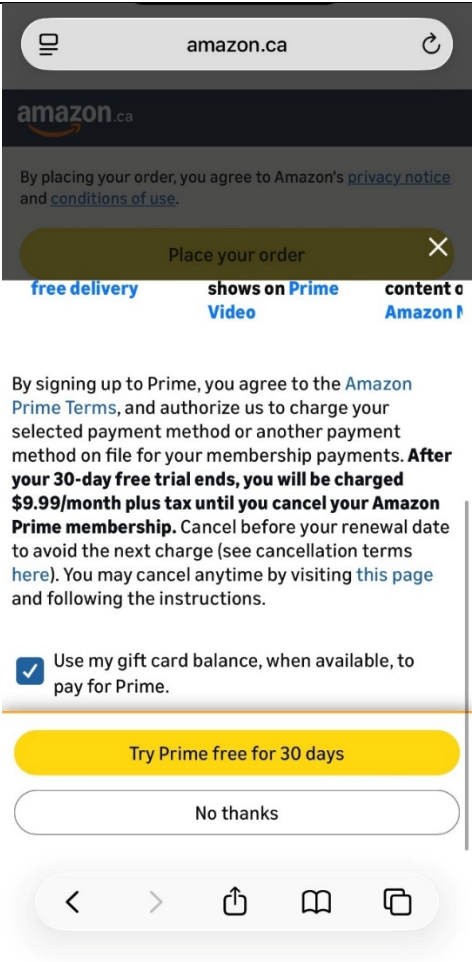
1 +

Place your order

For an item ordered from Amazon.ca: When you click the 'Place your order' button, we will send you an e-mail acknowledging receipt of your order. Your contract to purchase an item will not be complete until we send you an e-mail notifying you that the item has been shipped to you. Within 30 days of delivery, you may return new, unopened merchandise in its original condition. Exceptions and restrictions apply. See Amazon.ca's [Returns Policy](#).

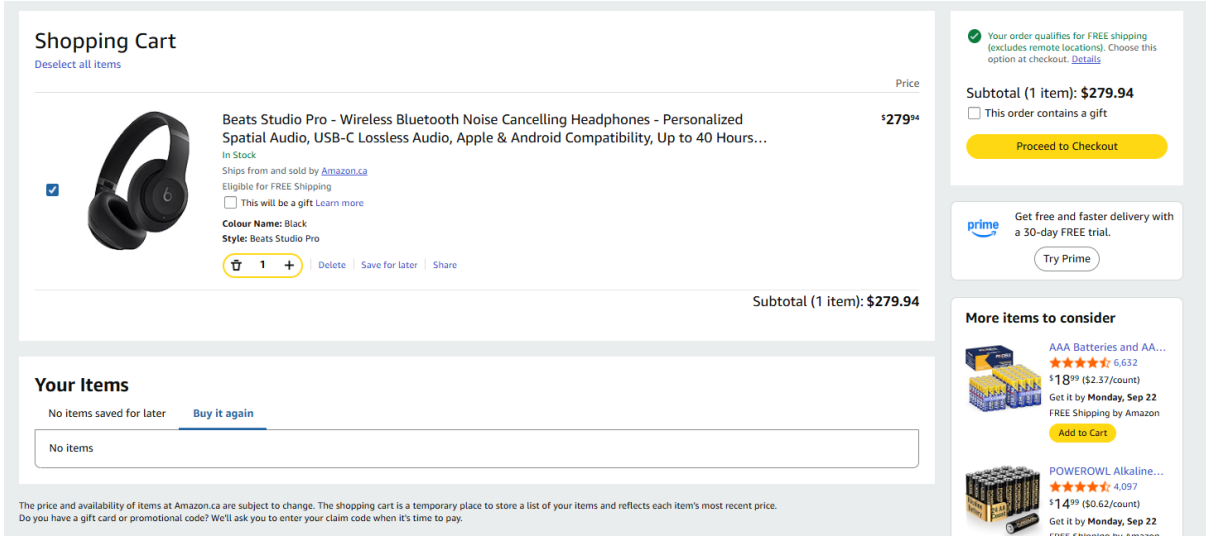
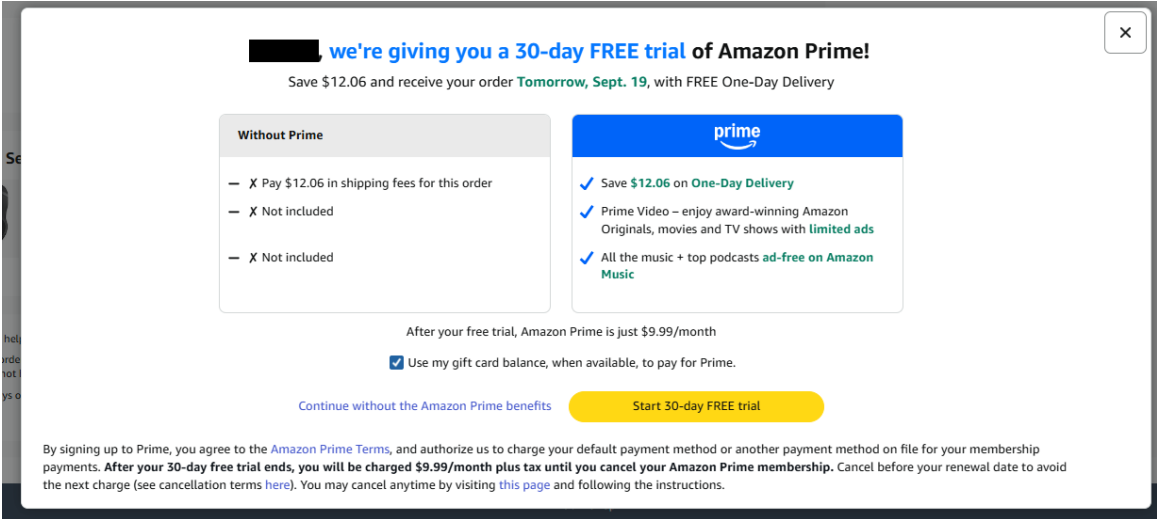
[Back to cart](#)

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>#4</p> <p>If a customer clicks on either offer for Prime on the Amazon.ca SPC (described in row #3, above), they are presented with the WLP pop-up. The WLP pop-up highlights Prime benefits and discloses all material terms of a Prime membership and trial immediately below the “<b>Try Prime free for 30 days</b>” button (which enrolls the customer in Prime) and the “<b>No thanks</b>” button (which returns them to the homepage). The material terms of a Prime subscription appear at the bottom of the WLP pop-up in a sticky footer and unfold automatically when a customer scrolls down the pop-up.</p> <p>Above the sticky footer is a “<b>Try Prime free for 30 days</b>” button, which enrolls the customer in Prime, and a “<b>No thanks</b>” button, which returns them to the SPC in row #3, above.</p> | <p>WLP pop-up after clicking on any of the Prime Canada offers on the Amazon.ca SPC</p>  <p>The screenshot shows a mobile browser interface for Amazon.ca. At the top is a dark header with the Amazon.ca logo and a 'Place your order' button. Below this is a Prime logo and a headline: 'good news: Start your 30-day free period with Prime now.' Underneath, it says 'Prime gives you instant access to these benefits and more:' followed by three benefit cards: 'Get unlimited fast, free delivery', 'Watch movies and shows on Prime Video', and 'Get ad-free content on Amazon Music'. At the bottom of the pop-up are two buttons: 'Try Prime free for 30 days' and 'No thanks'. Below the buttons is a navigation bar with back, forward, share, and other icons.</p> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

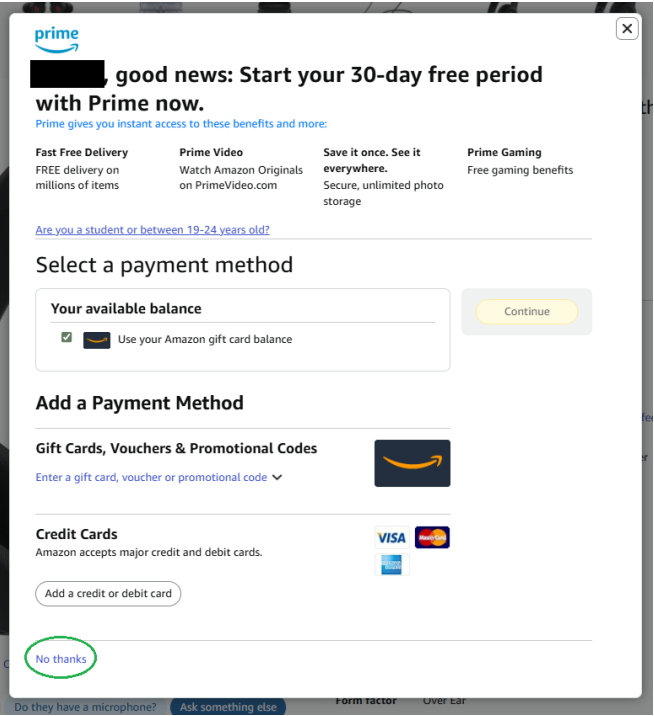
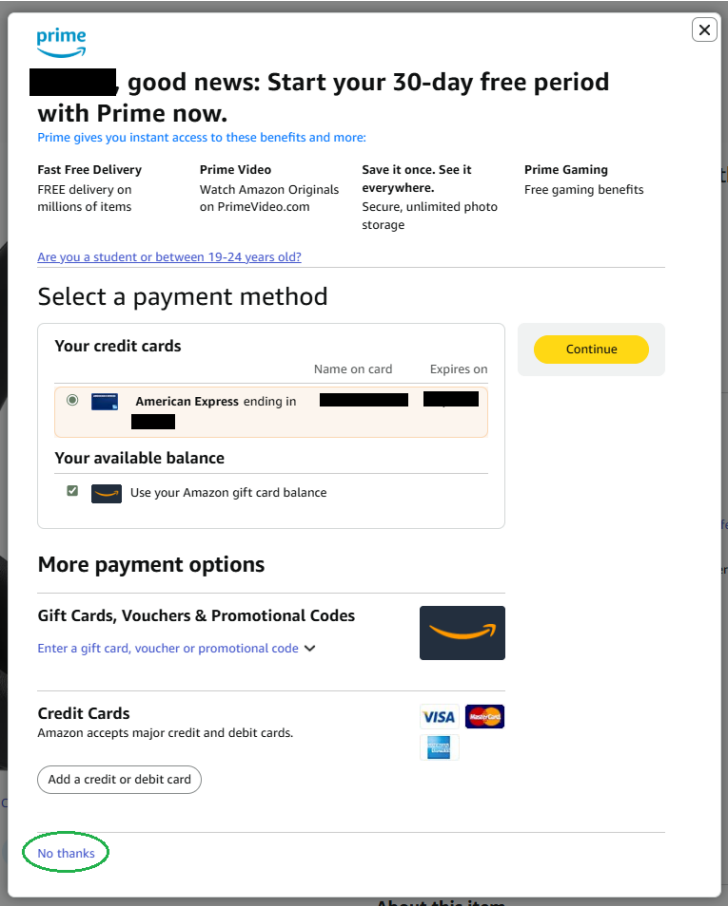
|  |  |                                                                                                                                                       |
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|  |  | <div><div><div><div><div><div></div></div></div></div></div></div> |
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**EXHIBIT “G” – DESKTOP SHOPPING CART – June 2025 to March 2026**

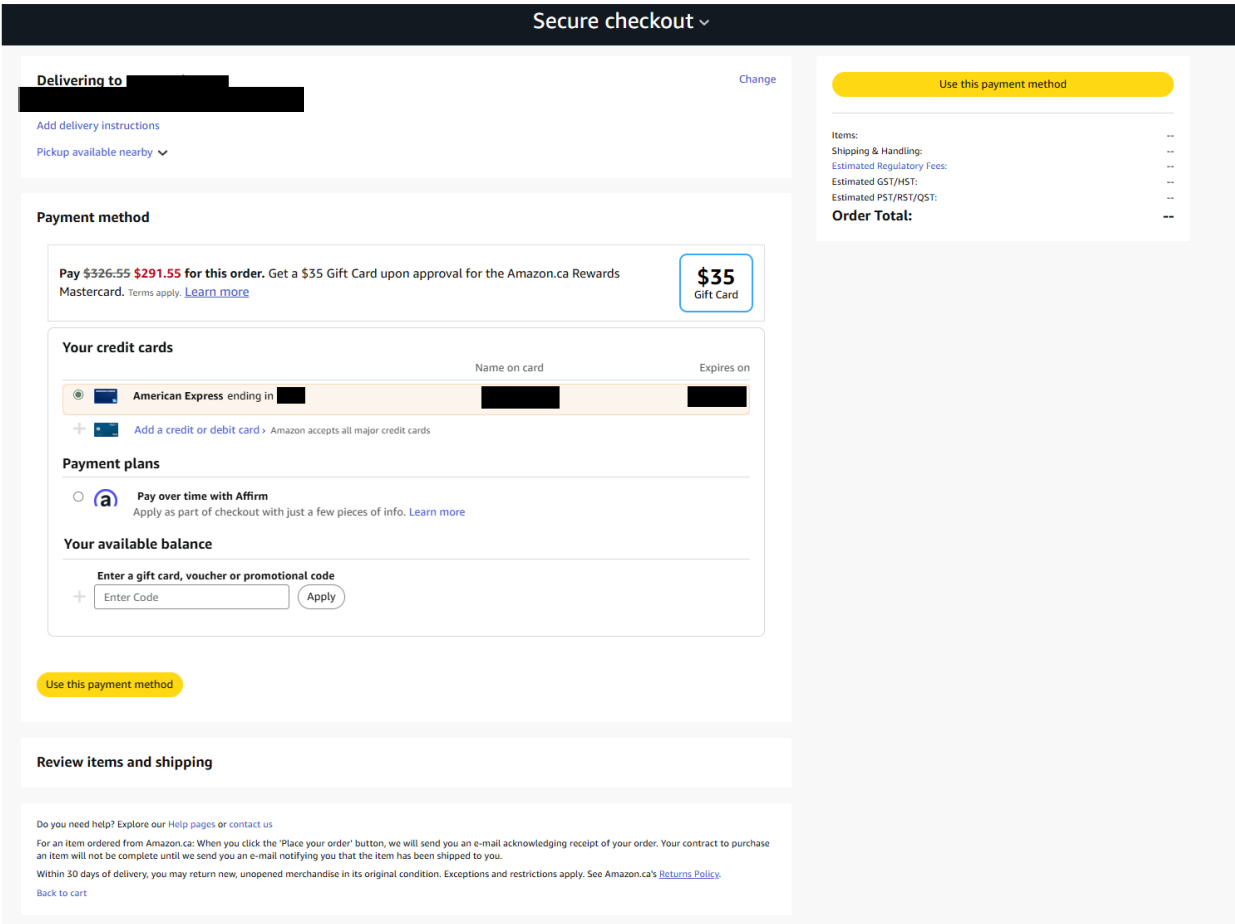
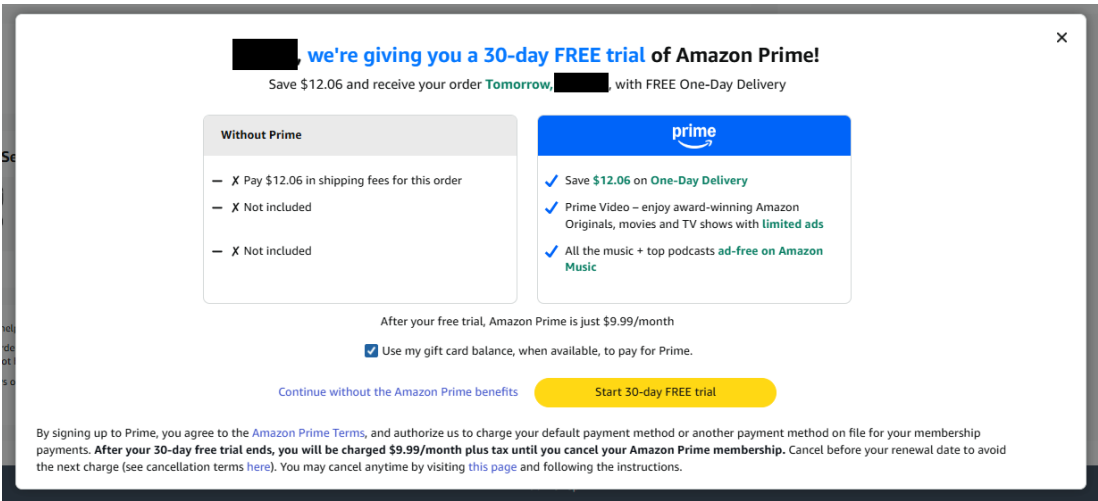
This is a table depicting and describing the enrollment process from a customers' shopping cart on a desktop browser on Amazon.ca from June 2025 to March 2026, which lead customers to the SPC.

|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Amazon.ca                                                                                                                                                                                |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #1 | <p>Customers can enroll in Prime from the Shopping Cart on Amazon.ca in two ways:</p> <ol style="list-style-type: none"><li>Clicking the yellow button that reads “<b>Proceed to Checkout</b>” (described in row #2) that appears on the right side of the page, under the subtotal of the order.</li><li>Clicking “<b>Join Prime</b>” (described in row #3).</li></ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>Amazon.ca Mobile Shopping Cart</p>                                                                 |
| #2 | <p>If a customer <u>with payment information stored</u> in their account clicks on the “<b>Proceed to Checkout</b>” button from their Shopping Cart on Amazon.ca (described row #1, above), they will be directed to a <b>UPDP</b>.</p> <p>On Amazon.ca, the <b>UPDP</b> page reads “[NAME], <b>we’re giving you a 30-day FREE trial of Amazon Prime!</b>” with text directly below that calculates the savings a customer will receive with Prime on the particular product being purchased and advertising “FREE One-Day Delivery”. All the material terms of a Prime subscription are listed, including price. Clicking “<b>Continue and don’t gain Prime benefits</b>” takes the customer to the <b>SPC</b> (described in rows #6-8, below). Clicking the yellow “<b>Start 30-day FREE trial</b>” button starts the Prime trial. The price of a Prime subscription after the free trial ends is listed twice, once above the buttons and again in bold text in the terms listed below the buttons.</p> | <p>UPDP after clicking “<b>Proceed to Checkout</b>” from Shopping Cart (payment already stored)</p>  |

**SPC** = Single Page Checkout | **UPDP** = Universal Prime Decision Page | **WLP** – White Label Pipeline (pop-up or page)

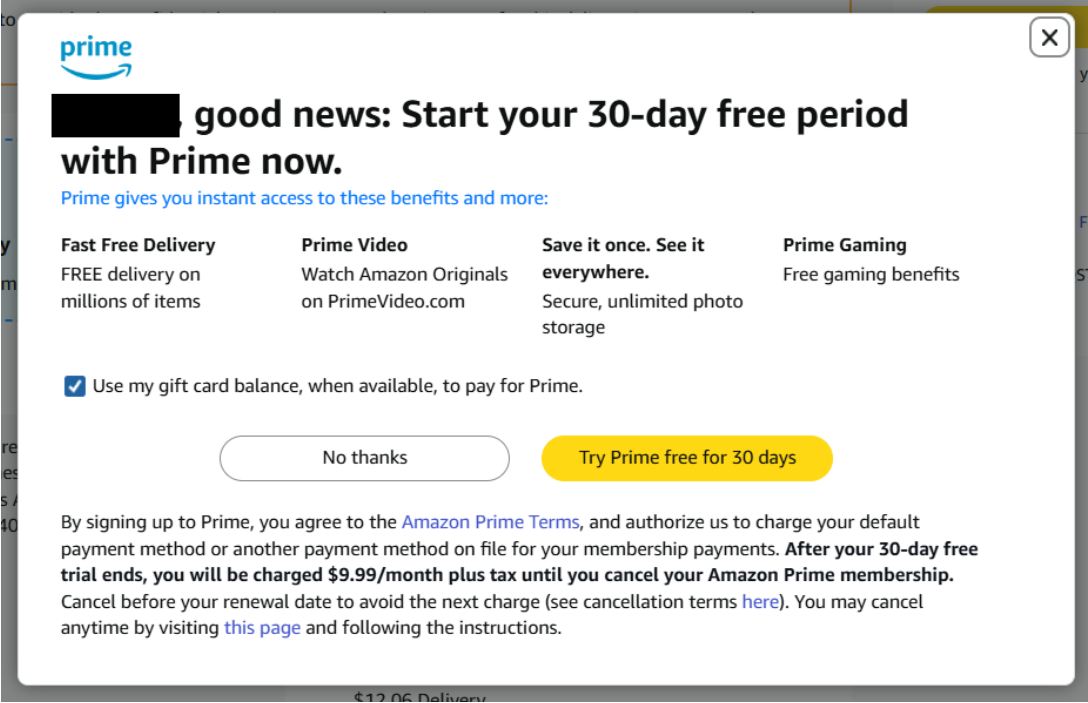
| Description |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Amazon.ca                                                                                                                                                                                                                                                                            |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #5          | <p>If a customer clicks “<b>Join Prime</b>” from the Shopping Cart (described in row #1, above), the <b>WLP</b> pop-up appears on Amazon.ca.</p> <p>At any time, the customer can click “<b>No thanks</b>” (circled in red) or can simply click out of the pop-up window by pressing “<b>X</b>” at the top right to close it and proceed with browsing as normal.</p> <p>If the customer <u>does not have payment information saved to their account</u>, on Amazon.ca the <b>WLP</b> pop-up reads, “[NAME], <b>good news: Start your 30-day free period with Prime now</b>”. Underneath this text, there is smaller blue text that reads, “Prime gives you instant access of these benefits and more.” It further highlights those benefits and asks customers to provide a payment method to proceed.</p> <p>Only after adding a payment method on Amazon.ca can the customer select “<b>Continue</b>”.</p> | <p>“<i>Join Prime</i>” <i>WLP</i> pop-up before and after payment method is added</p> <div></div> <div></div> |



|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Amazon.ca                                                                                                                                                                                                                                                                                                        |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #6 | <p>The <b>SPC</b> is the last page a customer reaches on Amazon.ca when making a purchase. A customer reaches the <b>SPC</b> by clicking the “<b>Proceed to checkout</b>” from their Shopping Cart (see row #1, above).</p> <p>If a customer reaches the <b>SPC</b> <u>but has not yet added payment information to their Amazon.ca account</u>, they will be prompted to enter payment information (and shipping information if none has already been saved).</p> <p>On Amazon.ca, once a customer has confirmed or entered a payment method, the <b>UPDP</b> pops-up and reads, “[NAME], <b>we’re giving you a 30-day FREE trial of Amazon Prime!</b>” and in smaller text directly underneath “Save \$12.06 and receive your order Tomorrow, [DATE], with FREE One-Day Delivery”. Underneath a chart highlighting eligible savings and benefits, it reads “<b>After your free trial, Amazon Prime is just \$9.99/month</b>”.</p> <p>To proceed, the customer may click either “<b>Continue and don’t gain Prime benefits</b>” or the “X” at the top right of the <b>UPDP</b> pop-up to continue the checkout process without Prime. A customer may also click the yellow “<b>Start 30-day FREE trial</b>”, to start their Prime trial and checkout. Below these two buttons, all material terms of a Prime membership and trial are disclosed.</p> | <p><i>Amazon.ca SPC (no payment information added)</i></p>  <p><i>UPDP pop-up after payment method is entered on Amazon.ca SPC</i></p>  |





|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Amazon.ca                                                                                                                                                                     |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p>Day Delivery” (calculating savings based on the delivery option a customer selects). On the right-hand side of this blue banner is a white “<b>Get started</b>” button with a hyperlink reading “Cancel anytime” directly below it.</p> <p>3. The delivery options presented at the end of the SPC include an option for “<b>Fast, FREE delivery</b>” with a free trial of Prime, among other free and paid delivery options that are available without Prime. If a customer selects this option but then declines the offer for Prime or closes the <b>WLP</b> pop-up described in row #8 below, the shipping option that was previously selected remains selected. A non-Prime delivery option is always pre-selected.</p>                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                               |
| #8 | <p>Clicking on any of the offers for Prime on the Amazon.ca <b>SPC</b>, described in row #7 above, opens a <b>WLP</b> pop-up.</p> <p>At any time, the customer can click the “<b>No thanks</b>” button or can simply click out of the pop-up window by pressing “<b>X</b>” at the top right to close the <b>WLP</b> pop-up and return to the <b>SPC</b>. If the <b>WLP</b> pop-up is displayed after a customer chooses the Prime shipping option, but the customer closes the <b>WLP</b> pop-up or declines the Prime trial offer, the previously selected shipping option will remain in effect.</p> <p>On Amazon.ca the <b>WLP</b> pop-up reads, “[NAME], <b>good news: Start your 30-day free period with Prime now</b>”. Underneath this text, there is smaller blue text that reads, “Prime gives you instant access of these benefits and more”, followed by two buttons: a white button that says “<b>No Thanks</b>”; and a yellow button that says “<b>Try Prime free for 30 days</b>”. Directly underneath these buttons are all material terms of a Prime</p> | <p><i>WLP pop-up after clicking on any of the offers for Prime on Amazon.ca SPC</i></p>  |

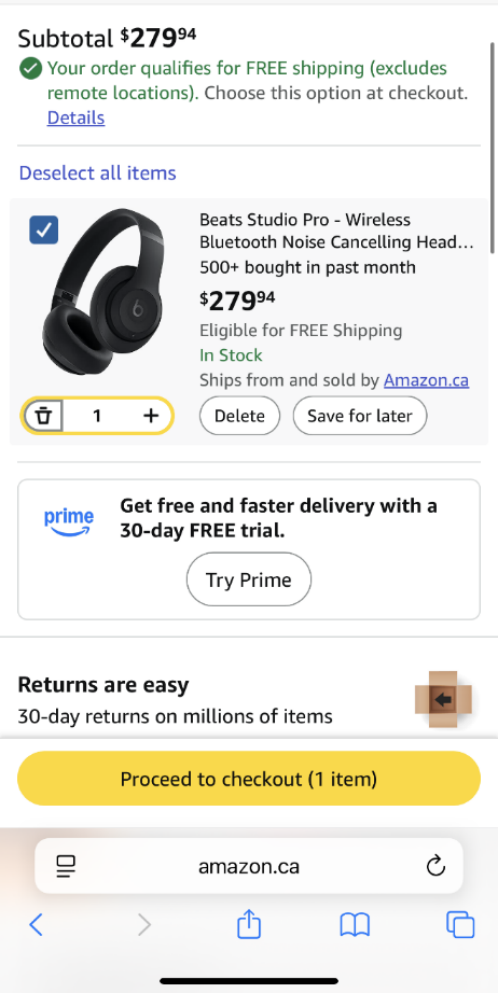
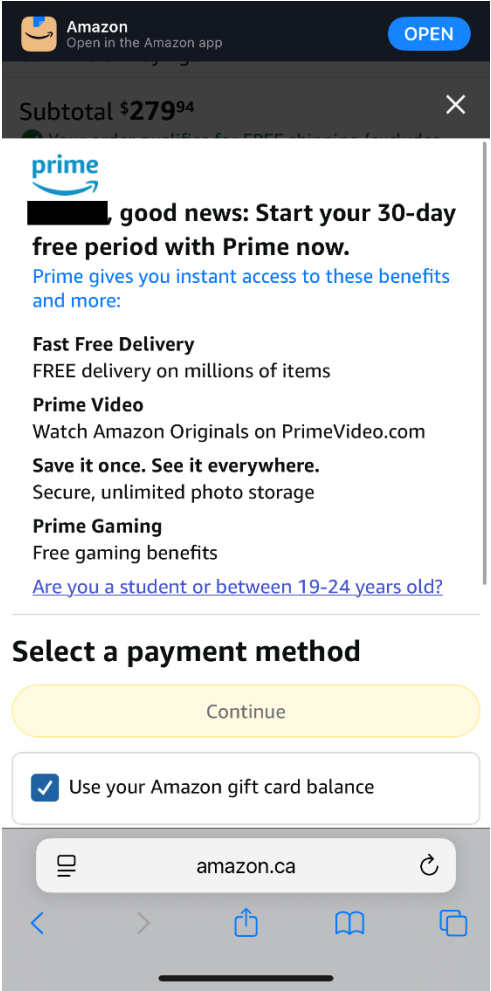
|  | Description                                                                                                                                                                      | Amazon.ca |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|  | subscription, and the following is in bold text: “After your 30-day free trial ends, you will be charged \$9.99/month plus taxes until you cancel your Amazon Prime membership.” |           |

**EXHIBIT “G” – MOBILE SHOPPING CART – June 2025 to March 2026**

This is a table depicting and describing the enrollment process from a customer's shopping cart on a mobile browser on Amazon.ca from June 2025 to March 2026.

|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Amazon.ca |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| #1 | <p>From the mobile Shopping Cart page on Amazon.ca, if a customer clicks <b>“Proceed to checkout”</b> (which occupies the bottom of the page as a sticky footer), they are directed to the Amazon.ca <b>mobile SPC</b> (see rows #3-4, below), provided they already have payment information saved in their account. If the customer <u>does not already have payment information saved</u>, clicking <b>“Proceed to checkout”</b> will prompt them to enter payment information before proceeding to the SPC (see row #3, below).</p> <p>If a customer <b>scrolls down</b> their cart page, they will see a white box below the items in their cart, with a blue Prime logo text that states, <b>“Get free and faster delivery with a 30-day FREE trial”</b>, above a white <b>“Try Prime”</b> button (see row #2).</p> |           |

**SPC** = Single Page Checkout | **UPDP** = Universal Prime Decision Page | **WLP** = White Label Pipeline (pop-up or page)

|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #2 | <p>Selecting the “<b>Try Prime</b>” button from the bottom of the mobile Shopping Cart page on Amazon.ca brings up the <b>WLP</b> pop-up.</p> <p>If the customer <u>does not already have a payment method stored</u> in their account on <b>Amazon.ca</b>, the <b>WLP</b> pop-up reads, “[NAME], <b>good news: Start your 30-day free period with Prime now</b>” and highlights the benefits available with Prime. Customers must provide a payment method to illuminate the “<b>Continue</b>” button and proceed or can exit the <b>WLP</b> and decline the offer for Prime by clicking the “X” to close the pop-up at the top right, or by clicking the “<b>No thanks</b>” button in the footer, which will return them to the shopping cart.</p> <p>If a customer has a payment method stored in their Amazon.ca account, <u>or once they enter their payment information</u> and click “<b>Continue</b>”, the <b>WLP</b> pop-up discloses all material terms of a Prime membership and trial. It includes a “<b>Try Prime free for 30 days</b>”, which enrolls the customer in Prime, directly above a “<b>No thanks</b>” button, which returns customers to the Shopping Cart.</p> <p>All material terms of a Prime membership and trial appear directly below these buttons in a sticky footer, and automatically expand by scrolling down the pop-up (as opposed to the page), or are viewable by selecting “<b>See all</b>” in the bottom right corner.</p> | <p>“Try Prime” button in the Amazon.ca Mobile Shopping Cart</p>  <p>The screenshot shows the Amazon.ca mobile shopping cart interface. At the top, it displays the subtotal as \$279.94 and a green checkmark indicating that the order qualifies for free shipping. Below this, there's a section titled 'Deselect all items' with a list of items. The first item is 'Beats Studio Pro - Wireless Bluetooth Noise Cancelling Head...', priced at \$279.94. It is marked as 'In Stock' and 'Ships from and sold by Amazon.ca'. There are buttons for 'Delete' and 'Save for later'. Below the item list, there's a Prime offer: 'Get free and faster delivery with a 30-day FREE trial.' with a 'Try Prime' button. At the bottom, there's a yellow button that says 'Proceed to checkout (1 item)'. The browser address bar shows 'amazon.ca'.</p> <p>WLP pop-up from clicking “Try Prime” in the Amazon.ca Mobile Shopping Cart (no payment stored)</p>  <p>The screenshot shows the Amazon.ca mobile shopping cart interface with a WLP pop-up. The pop-up is titled 'good news: Start your 30-day free period with Prime now.' and lists several benefits: 'Fast Free Delivery' (FREE delivery on millions of items), 'Prime Video' (Watch Amazon Originals on PrimeVideo.com), 'Save it once. See it everywhere.' (Secure, unlimited photo storage), and 'Prime Gaming' (Free gaming benefits). There is a link to 'Are you a student or between 19-24 years old?'. Below the pop-up, there's a section titled 'Select a payment method' with a 'Continue' button and a checkbox for 'Use your Amazon gift card balance'. The browser address bar shows 'amazon.ca'.</p> |





|  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p><b>your order”</b> button that completes the checkout process:</p> <p>1. Below the Order Total and above Payment Information is a white box with a blue banner that reads <b>“Try Prime FREE.”</b> The text in this box presented to the customer varies. The text below the banner reads, “[NAME], <b>we’re giving you a 30-day Free trial of Amazon Prime</b>” and in smaller text underneath, which may vary based on the customer, “Save [AMOUNT] and receive your order [DATE] with FREE One-Day Delivery” (calculating savings based on the delivery option a customer selects) or may include information about the benefits a customer unlocks with Prime.</p> <p>2. The delivery options presented at the end of the SPC include an option for <b>“Fast, FREE delivery”</b> with a free trial of Prime, among other free and paid delivery options that are available without Prime. If a customer selects this option but then declines the offer for Prime or closes the <b>WLP</b> pop-up described in row #4 below, the shipping option that was previously selected remains selected.</p> | <div><div><div>amazon.ca</div><div>By placing your order, you agree to Amazon's <a href="#">privacy notice</a> and <a href="#">conditions of use</a>.</div><div>Place your order</div><div><div>Items:</div><div>Shipping &amp; Handling:</div><div>FREE Shipping:</div><div>Estimated Regulatory Fees:</div><div>Estimated GST/HST:</div><div>Estimated PST/RST/QST:</div><div>Order Total:</div><div>\$239.95</div><div>\$5.90</div><div>-\$5.90</div><div>\$0.98</div><div>\$31.32</div><div>\$0.00</div><div>\$272.25</div></div><div><div>Try Prime FREE</div><div><div></div><div><b>we're giving you a 30-day FREE trial of Amazon Prime.</b></div></div><div>Try Prime today to unlock instant access to fast, free delivery on millions of eligible items, Prime Video, Prime Music, and much more. Cancel anytime.</div></div><div><a href="#">Signature or one-time password required at time of delivery.</a></div><div><div>amazon.ca</div><div><a href="#">Signature or one-time password required at time of delivery.</a></div></div><div><div>Paying with American Express</div><div><a href="#">Change payment method</a></div><div><a href="#">Use a gift card, voucher, or promo code</a></div></div><div><div>Delivering to</div><div><a href="#">Change delivery address</a></div><div><a href="#">Add delivery instructions</a></div><div><a href="#">Pickup near this address</a></div><div><a href="#">See details</a></div><div><a href="#">Pickup here</a></div></div><div><div>Arriving Oct 20, 2025</div><div>If you order in the next 7 hours and 3 minutes</div><div><div><input type="radio"/> Sunday, Oct 19</div><div><div>Fast, FREE delivery</div><div>amazon prime</div></div><div><b>FREE One-Day Delivery with your free trial of Prime</b></div></div><div><input type="radio"/> Wednesday, Oct 22</div><div>FREE Shipping</div><div><input checked="" type="radio"/> Monday, Oct 20</div><div>\$7.86 Delivery</div><div><input type="radio"/> Tomorrow, Oct 19</div><div>\$11.86 Delivery</div></div><div>amazon.ca — Private</div></div></div> |

|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <div><div><div>trial of Prime</div><div><div><div><div></div><div>Wednesday, Oct 22</div><div>FREE Shipping</div></div><div><div></div><div>Monday, Oct 20</div><div>\$7.86 Delivery</div></div><div><div></div><div>Tomorrow, Oct 19</div><div>\$11.86 Delivery</div></div><div><div></div><div>Tomorrow 4 a.m. - 8 a.m.</div><div>\$11.99 Fastest delivery</div></div></div><div><div>Tomorrow</div><div>4 AM - 8 AM</div></div><div><div>Tomorrow</div><div>7 AM - 11 AM</div></div></div><div><div><div><div><div><div></div><div></div></div><div><div></div></div></div><div><div>Beats Solo 4 - Wireless Bluetooth On-Ear Headphones, Apple &amp; Android Compatible, Up to 50 Hours of Battery Life - Matte Black</div><div>\$279.94</div></div><div><div>Ships from Amazon.ca</div><div>Sold by Amazon.ca</div></div></div><div><div><div></div><div>1</div><div>+</div></div><div>Add gift options</div></div></div><div><div>Place your order</div><div>By placing your order, you agree to Amazon's <a href="#">privacy notice</a> and <a href="#">conditions of use</a>.</div><div>amazon.ca — Private</div></div></div></div></div> |
| #4 | <p>If a customer clicks on either offer for Prime on the Amazon.ca <b>SPC</b> (described in row #3, above), they are presented with the <b>WLP</b> pop-up.</p> <p>The <b>WLP</b> pop-up highlights Prime benefits and discloses all material terms of a Prime membership and trial immediately below the “<b>Try Prime free for 30 days</b>” button (which enrolls the customer in Prime) and the “<b>No thanks</b>” button (which returns them to the homepage). The material terms of a Prime subscription appear at the bottom of the <b>WLP</b> pop-up in a sticky footer and unfold automatically when a customer scrolls down the pop-up, or will pop-up without scrolling if a customer selects “<b>See all</b>” at the bottom right of the screen.</p> | <p><i>WLP pop-up after clicking on any of the Prime Canada offers on the Amazon.ca SPC</i></p> <div><div><div>amazon.ca</div><div>By placing your order, you agree to Amazon's <a href="#">privacy notice</a> and <a href="#">conditions of use</a>.</div><div>Place your order</div><div></div></div><div><div>prime</div><div><div>, good news: Start your 30-day free period with Prime now.</div><div>Prime gives you instant access to these benefits and more:</div><div><div>Fast Free Delivery</div><div>FREE delivery on millions of items</div><div>Prime Video</div><div>Watch Amazon Originals on PrimeVideo.com</div><div>Save it once. See it everywhere.</div><div>Secure, unlimited photo storage</div><div>Prime Gaming</div></div><div>Try Prime free for 30 days</div><div>No thanks</div><div>By signing up to Prime, you agree to the <a href="#">Amazon Prime Terms</a>, and authorize us to charge your <a href="#">... See all</a></div></div><div><div>amazon.ca</div><div></div><div></div><div></div><div></div></div></div></div>                                                                                     |



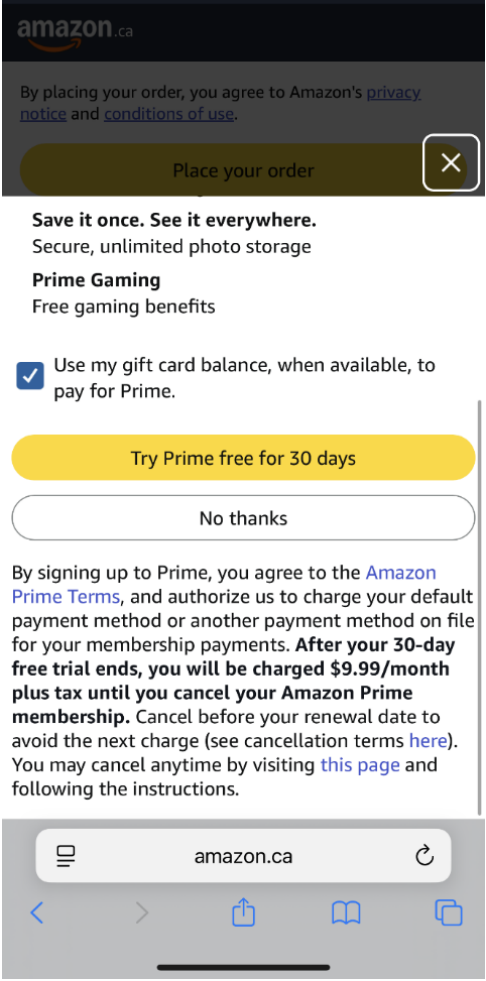
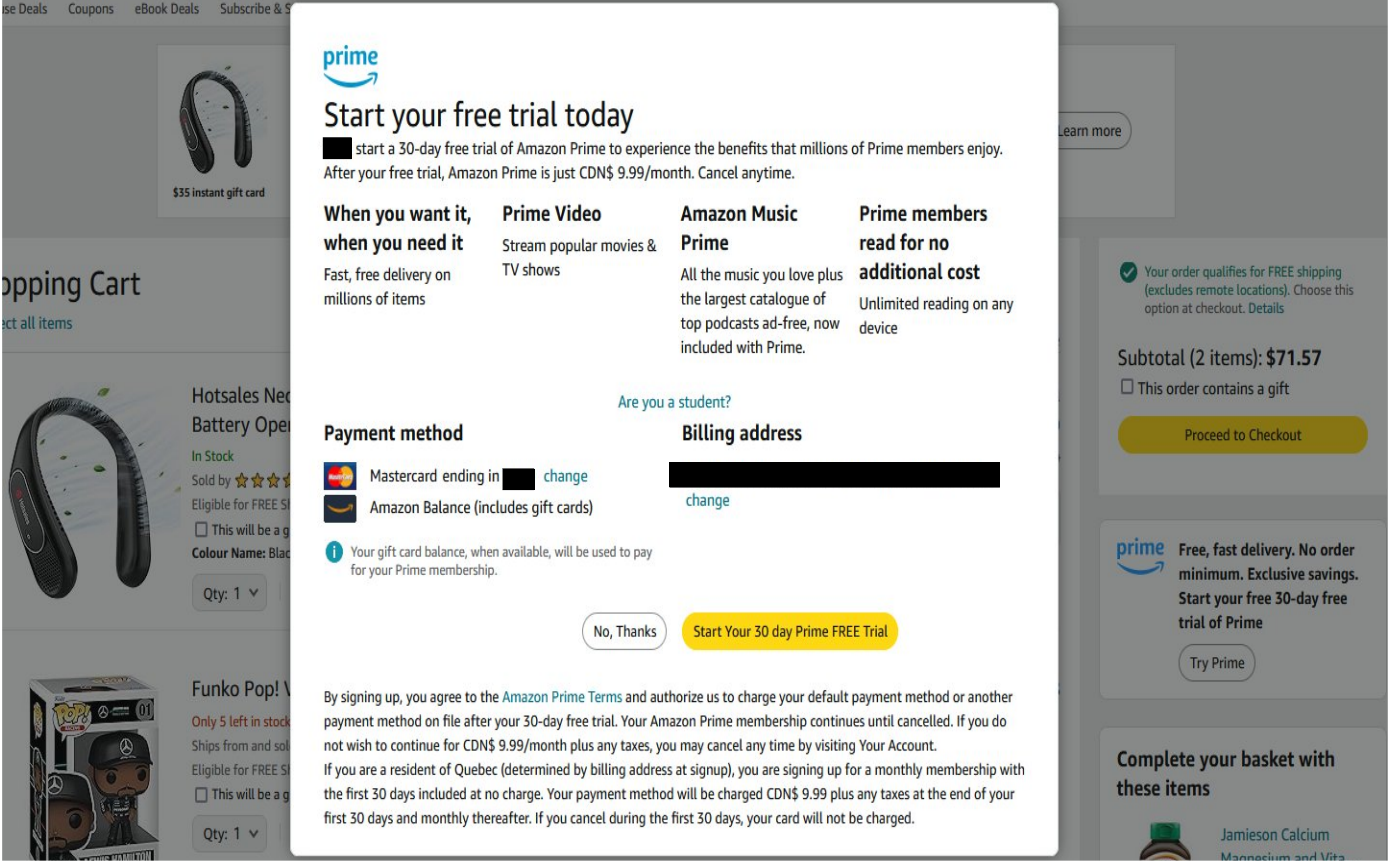
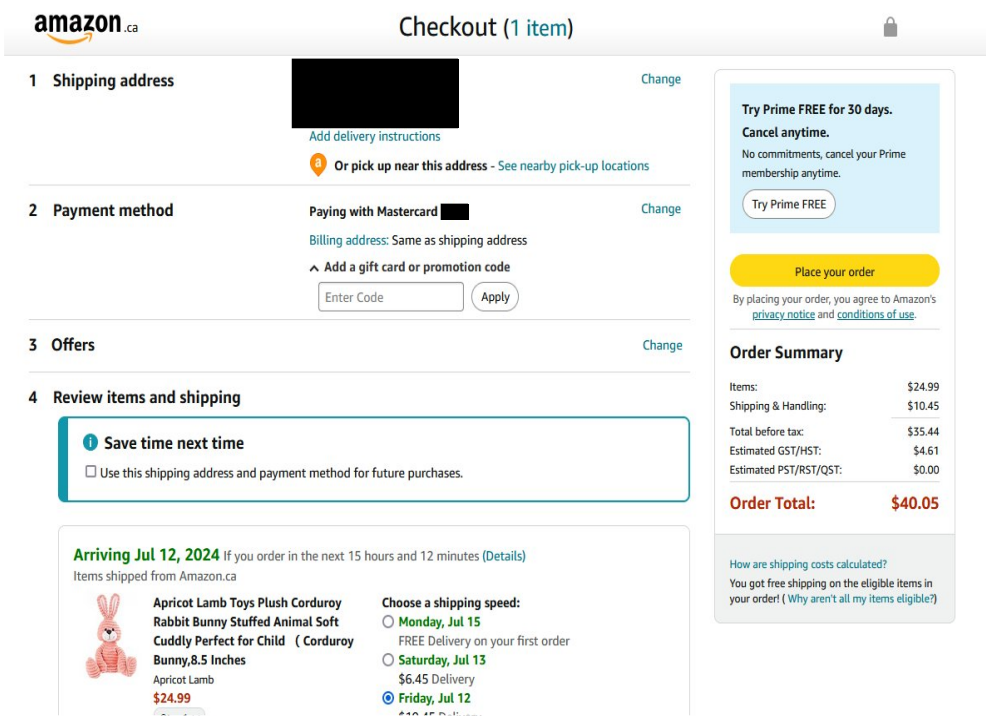
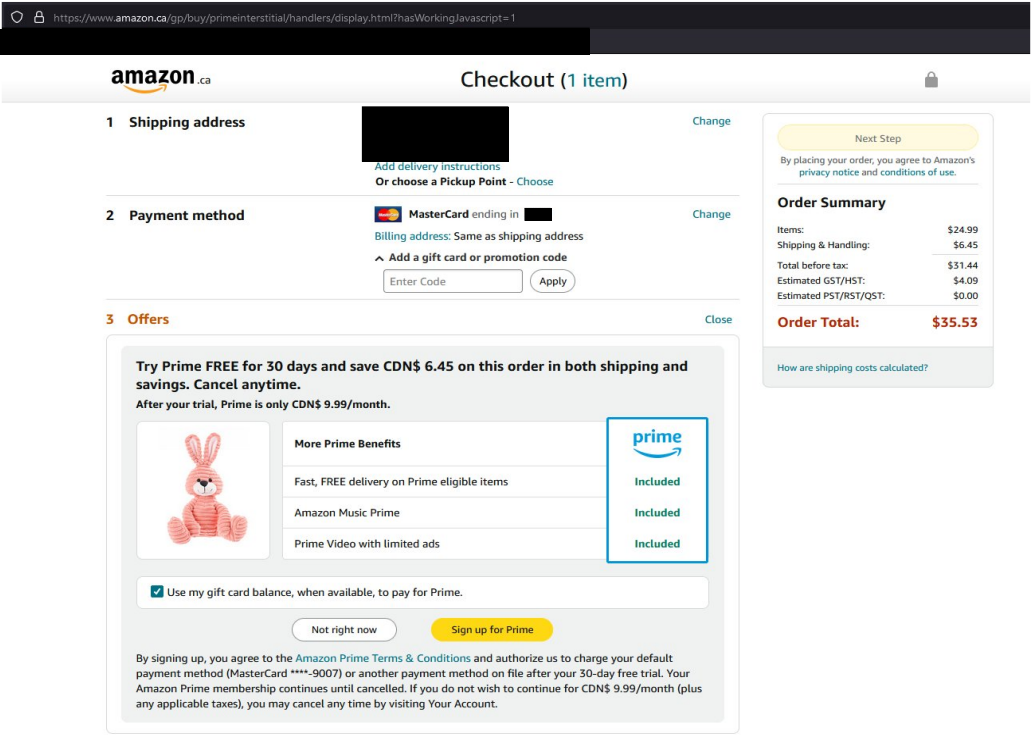
|  | Description                                                                                                                                                                      | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Above the sticky footer is a “Try Prime free for 30 days” button, which enrolls the customer in Prime, and a “No thanks” button, which returns them to the SPC in row #3, above. |  <p>The screenshot shows the Amazon.ca checkout process. At the top, there's a dark header with the Amazon.ca logo. Below it, a message states: "By placing your order, you agree to Amazon's <a href="#">privacy notice</a> and <a href="#">conditions of use</a>." A "Place your order" button is visible with a close icon (X). Below this, there are promotional offers: "Save it once. See it everywhere. Secure, unlimited photo storage" and "Prime Gaming Free gaming benefits". A checkbox is checked, labeled "Use my gift card balance, when available, to pay for Prime." Below the checkbox are two buttons: "Try Prime free for 30 days" (highlighted in yellow) and "No thanks". Further down, a detailed disclaimer states: "By signing up to Prime, you agree to the <a href="#">Amazon Prime Terms</a>, and authorize us to charge your default payment method or another payment method on file for your membership payments. <b>After your 30-day free trial ends, you will be charged \$9.99/month plus tax until you cancel your Amazon Prime membership.</b> Cancel before your renewal date to avoid the next charge (see cancellation terms <a href="#">here</a>). You may cancel anytime by visiting <a href="#">this page</a> and following the instructions." At the bottom of the screenshot, a mobile browser interface is shown with the address bar displaying "amazon.ca" and standard navigation icons.</p> |

EXHIBIT “H” – CHECKOUT PROCESS FROM CART –November 2022 to June 2025

This is a table depicting and describing the enrollment process from a customer’s shopping cart on a desktop browser on Amazon.ca from November 2022 to June 2025.

|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #1 | <p>On Amazon.ca, on the right-hand side of a customer’s Shopping Cart page and underneath the yellow “Proceed to Checkout” button, a small white box used to contain an offer to try Prime free for 30 days with a free trial. The offer read, “Free, fast delivery. No order minimum. Exclusive savings. Start your free 30-day free trial of Prime”.</p> <p>Clicking the white “Try Prime” button at the bottom of the box would result in a pop-up appearing over the cart page, with the heading, “<b>Start your free trial today</b>”. This pop-up window provides information about Prime membership benefits and all material terms, including: a link to the Amazon Prime Terms; the monthly price of a Prime membership and the fact that a customer authorizes their payment method to be charged following their 30 day free trial; that their membership continues until cancelled; and that they may cancel any time (by visiting “Your Account”).</p> <p>Above these disclosures, in the same sized font, are two buttons: “<b>No Thanks</b>” and “<b>Start Your 30 day Prime FREE Trial</b>”. Clicking the yellow button enrolls the customer in Prime by starting their 30-day trial, whereas clicking “<b>No Thanks</b>” or simply clicking outside the borders of the pop-up exits the pop-up window and allows customers to proceed with browsing or the checkout process as normal. [add a line about it being similar on .com]</p> | <p><i>Pop-up after clicking “Join Prime” in the Shopping Cart</i></p>  <p>The screenshot shows the Amazon.ca shopping cart interface. A white pop-up window is centered over the cart, titled "Start your free trial today". The pop-up lists benefits of Prime membership: "When you want it, when you need it" (fast, free delivery), "Prime Video" (stream popular movies &amp; TV shows), "Amazon Music Prime" (all the music you love plus the largest catalogue of top podcasts ad-free), and "Prime members read for no additional cost" (unlimited reading on any device). It also includes a "Payment method" section with options for Mastercard and Amazon Balance, and a "Billing address" field. At the bottom of the pop-up, there are two buttons: "No, Thanks" and "Start Your 30 day Prime FREE Trial". Below the pop-up, the shopping cart items are visible, including a \$35 instant gift card and Funko Pop! figures. The right side of the cart shows the subtotal (\$71.57) and a "Proceed to Checkout" button.</p> |

| Description |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Amazon.ca                                                                                                                                                                                                                                                                          |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #2          | <p>Customers who clicked the yellow <b>“Proceed to Checkout”</b> button from the Shopping Cart (described in row #1, above) were directed to an earlier version of the <b>SPC</b>.</p> <p>On the Amazon.ca <b>SPC</b>, customers were provided the opportunity to review the following sections before placing an order: <b>“Shipping address”</b>, <b>“Payment method”</b>, <b>“Offers”</b>, and <b>“Review items and shipping”</b>. All these sections are automatically expanded for the customer, save for the “Offers” section.</p> <p>A. Customers <u>with saved shipping and payment information</u> are not required to reenter it, but can review and confirm it (or change it) under the “Shipping address” and “Payment method” sections. These customers may immediately proceed to the “Review items and shipping” section, as the “Offers” section does not expand unless these customers click on it themselves.</p> <p>Customers may also click to explore the other three Prime offers displayed on this page, as set out in row #3, below. However, they are also free to disregard all of the Prime offers and related buttons. <b>A non-Prime delivery option is always pre-selected</b>, so a customer may proceed to place their order without Prime in as little as one click, by clicking the prominent yellow <b>“Place your order”</b> button. <b>At no point in this checkout process are returning customers interrupted with a pop-up asking them to engage with the Prime offers.</b></p> <p>B. The <b>“Offers”</b> section automatically expands for customers who <u>did not already have their payment and shipping information saved, after they input it for the first time on this page</u>. These customers, or customers who themselves decided to click to view the <b>“Offers”</b> section, are presented with an offer—very similar in layout and substance to the <b>UPDP</b>—integrated within this expanded section. The offer highlights various Prime membership benefits (including eligible Prime Shipping benefits for that particular order) <b>and states all material terms</b>, including: a link to the Amazon Prime Terms &amp; Conditions; the monthly price of a Prime membership and the fact that a customer authorizes their payment method to be charged following their 30-day free trial; that their membership then continues for this monthly amount until cancelled; and that they may cancel any time (by visiting “Your Account”). Above these disclosures, in the same sized font, are two buttons: <b>“Not right now”</b> and <b>“Sign up for Prime”</b>. A customer may close the offer by clicking “Close” at the top right of the section.</p> <p>Customers that click the <b>“Sign up for Prime”</b> button after being shown all the material terms in the “Offers” section are enrolled in Prime. However, customers who wish to continue their purchase without enrolling in Prime can simply select the <b>“Not right now”</b> option to decline this offer; click <b>“Close”</b> on the “Offers” section heading, or click to expand the “Review items and shipping” section to continue in the normal course. In any of the latter three cases, customers end up on page “A”, described above.</p> | <p>A. Amazon.ca SPC (payment information stored)</p>  <p>B. Amazon.ca SPC (payment information stored)</p>  |

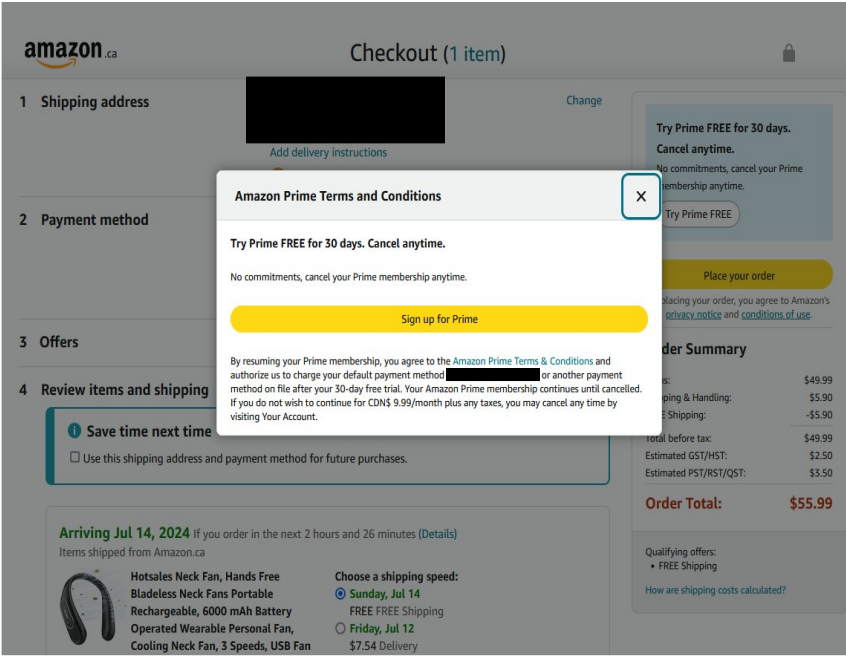
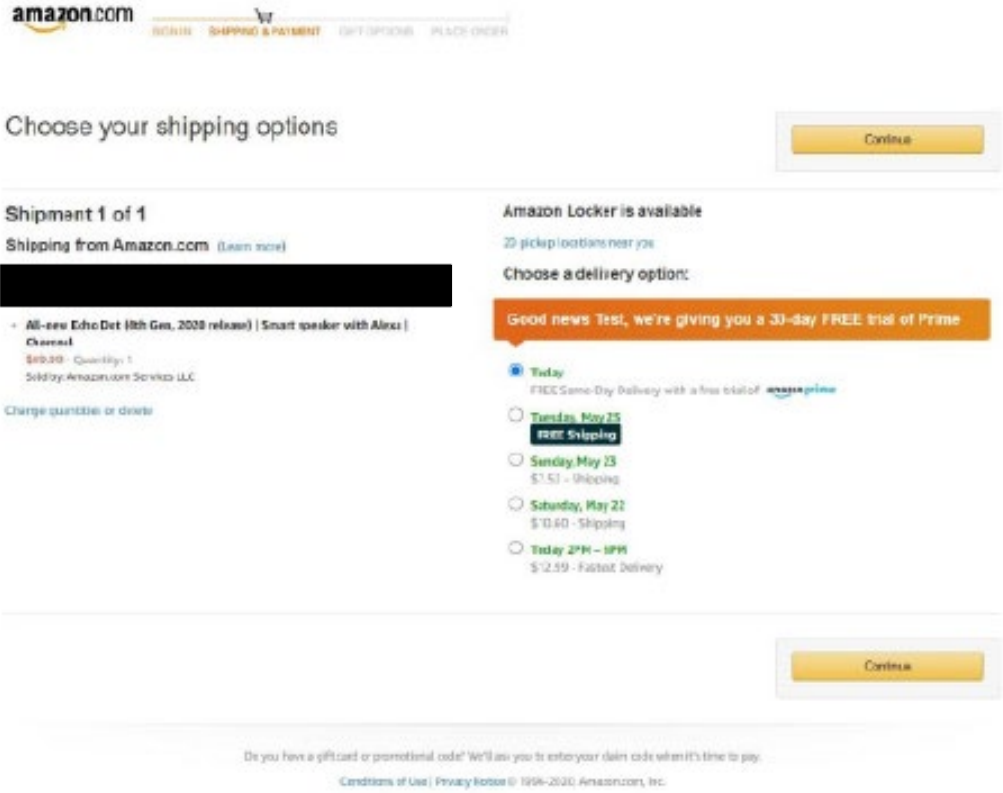
|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #3 | <p>Members can enroll in Prime from the <b>SPC</b> on Amazon.ca in various ways, described below:</p> <ol style="list-style-type: none"><li>1. <b>On Amazon.ca</b>, there is light blue box in the top righthand corner of the <b>SPC</b> offering to try Prime free for 30 days, with no commitments and the ability to cancel anytime. Inside this box is a small, white “<b>Try Prime FREE</b>” button. A pop-up appears if a customer selects free Prime Shipping from the list of available delivery options or clicks this “<b>Try Prime FREE</b>” button in the light blue box. <b>The pop-up explains the Prime trial is free for 30 days and can be cancelled anytime, and provides the material terms:</b> that by signing up, the customer authorizes Amazon to charge their payment method after the 30-day free trial, continuing monthly for \$9.99 (plus taxes) until cancelled; and that if the customer does not wish to continue for this price, they may cancel any time by visiting “Your Account”. Customers may either exit out of the pop-up to proceed with checkout by closing the window, or click “Sign up for Prime” to enroll, after which they can proceed to place their order and take advantage of their Prime benefits.</li><li>2. In the “<b>Review items and shipping</b>” section of the <b>SPC</b> on Amazon.ca, items in a customer’s cart are listed next to a list of the delivery options available for the order. If a customer is not eligible for other free shipping offers (for example, free shipping on a first order), a free shipping option with Prime is listed among other delivery options that are available without Prime. The same pop-up described above disclosing all the material terms of a Prime trial and subscription will appear if a customer selects the Prime shipping option. If a customer selects this option but then declines the offer for Prime or closes the pop-up by pressing “X” in the top-right corner, the shipping option that was previously selected remains selected.</li></ol> | <p>Amazon.ca</p> <p>Pop-up after clicking on Prime offers on Amazon.ca SPC</p>  <p>The screenshot shows the Amazon.ca checkout page with a 'Checkout (1 item)' header. A modal window titled 'Amazon Prime Terms and Conditions' is open, displaying the trial offer: 'Try Prime FREE for 30 days. Cancel anytime. No commitments, cancel your Prime membership anytime.' It includes a 'Sign up for Prime' button and a close 'X' button. The background shows the checkout steps: 1. Shipping address, 2. Payment method, 3. Offers, and 4. Review items and shipping. The 'Review items and shipping' section shows a product 'Hotsales Neck Fan' with shipping options. The right sidebar shows the 'Order Summary' with a total of \$55.99.</p> |

EXHIBIT “I” – CHECKOUT PROCESS FROM CART – Prior to October/November 2022

This is a table depicting and describing the enrollment process from a customer’s shopping cart on a desktop browser on Amazon.ca (prior to November 2022) and Amazon.com (prior to October 2022). Pre-2022 screenshots are not available to depict the process for Amazon.ca, but the checkout process on Amazon.ca and Amazon.com was materially the same at the relevant times.

|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Amazon.ca and Amazon.com                                                             |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| #1 | Once a customer had opted to proceed to checkout from their virtual shopping cart, a “Shipping & Payment” page presented customers with a list of the delivery options that included a Prime delivery option with a 30-day trial of Prime. If this option was selected, an orange banner appeared, which read “Good news [NAME], we’re giving you a 30-day FREE trial of Prime”. The customer would click “Continue” to confirm their selection and proceed to the following page. |  |

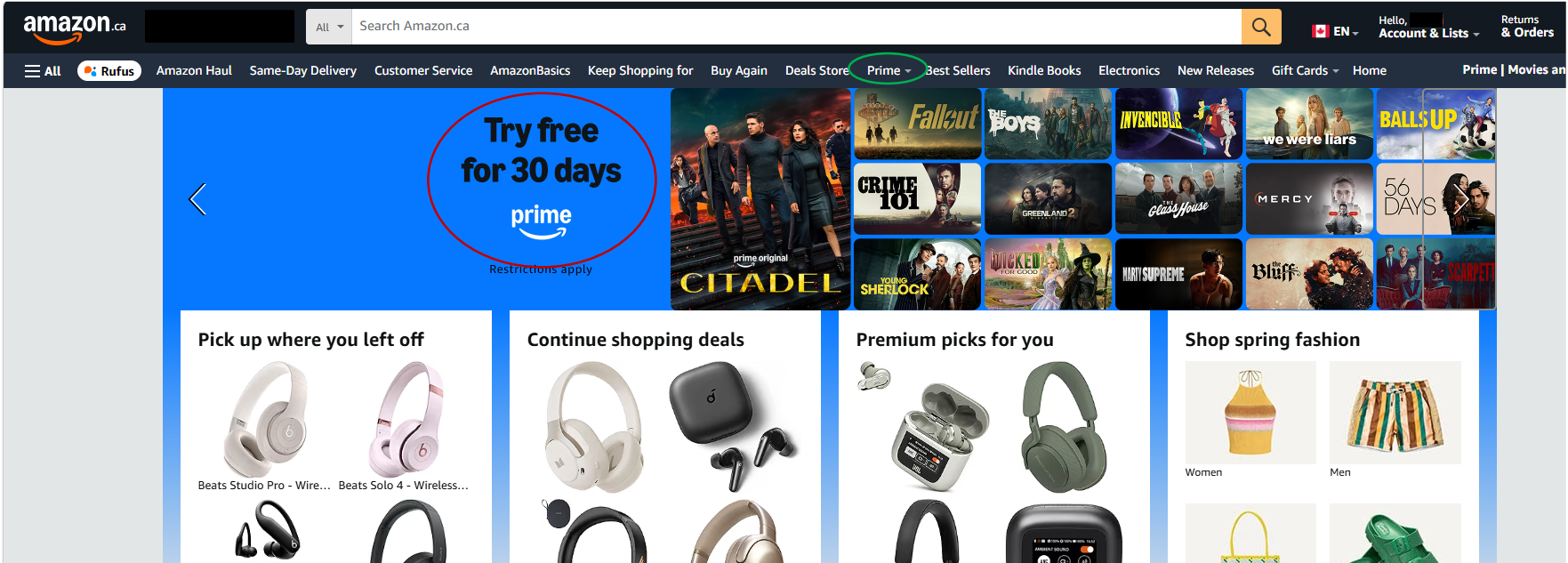




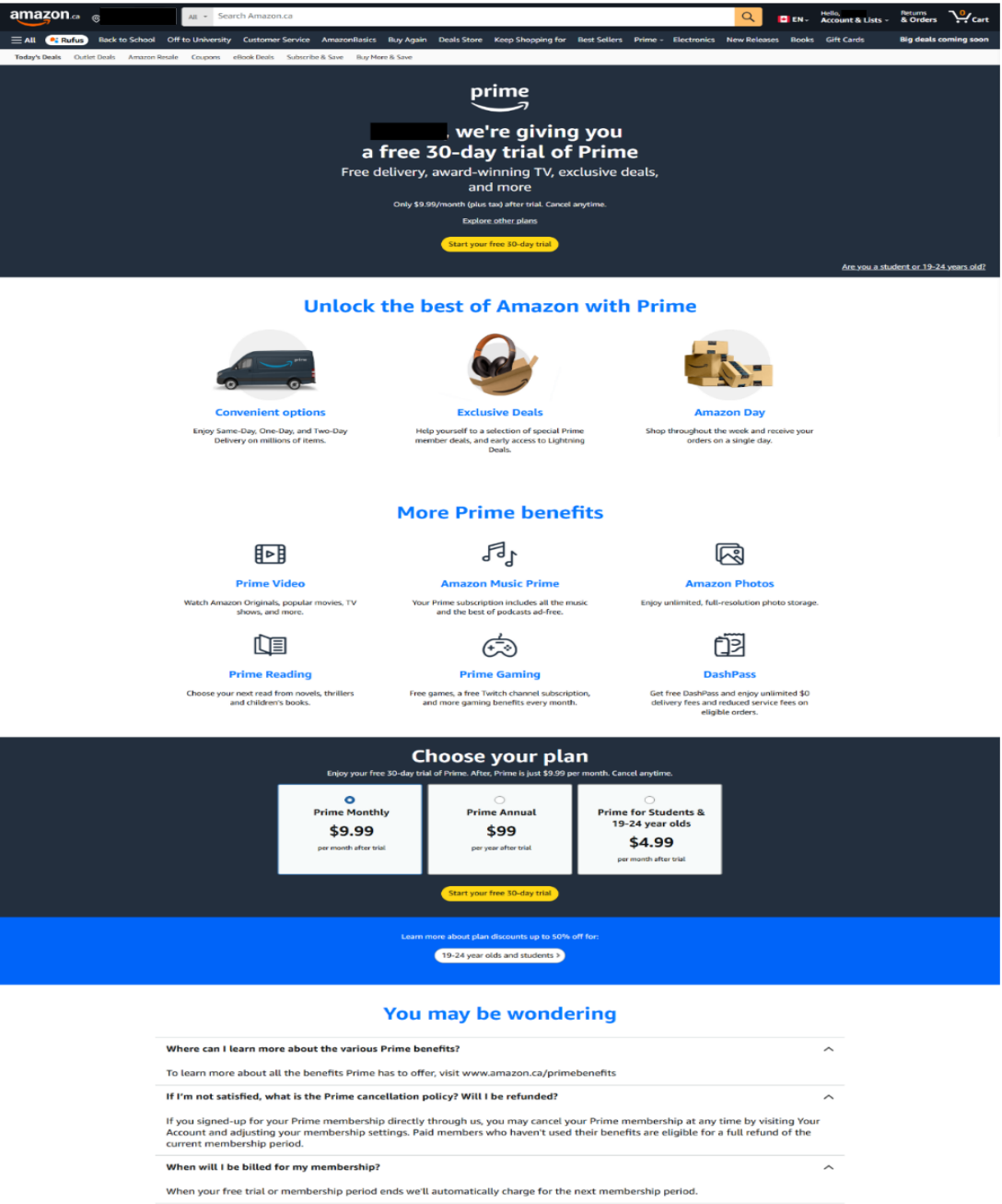
|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Amazon.ca and Amazon.com |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| #3 | <p>If a customer had not previously selected a Prime shipping option, they would then be presented with a page that read “[NAME], we’re giving you a 30-day FREE trial of Prime” with text underneath that disclosed the price of Prime after the free trial ended. Underneath his heading the page provided further information about Prime membership benefits and included two buttons: a white “No Thanks” and a yellow “Start your Prime FREE trial” button. Below these buttons set out the material terms of the offer, including: a link to the Amazon Prime Terms &amp; Conditions; the monthly price of a Prime membership and the fact that a customer authorizes their payment method to be charged this amount following their 30-day free trial; that the membership continues until cancelled; and that the customer may cancel any time by visiting “Your Account”.</p> <p>If after reviewing the terms and benefits, the customer preferred not to enroll in Prime, they could simply select the “No Thanks button” and continue with the checkout process without Prime, and with a non-Prime shipping option. Conversely, by clicking the “Start Your Prime FREE Trial” button, the customer enrolled in Prime membership by starting their 30-day trial.</p> |                          |

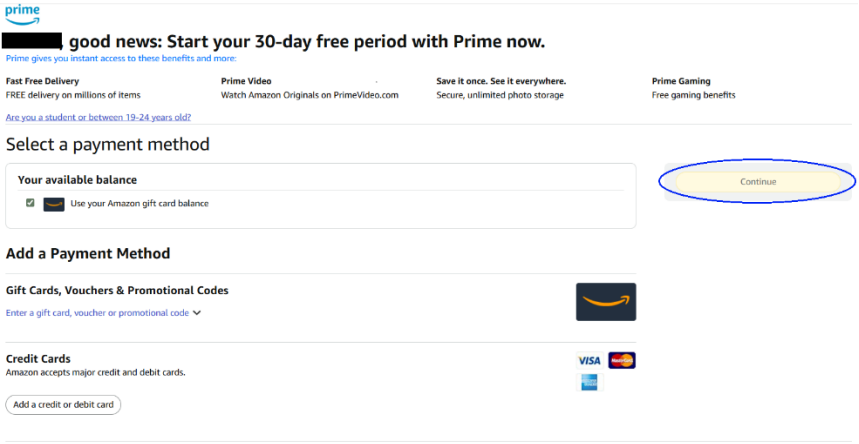
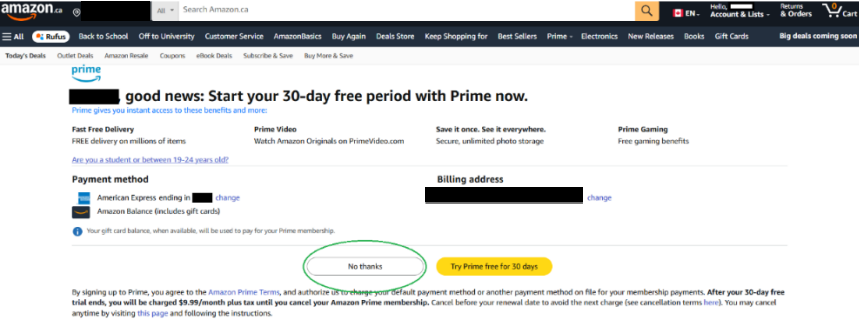
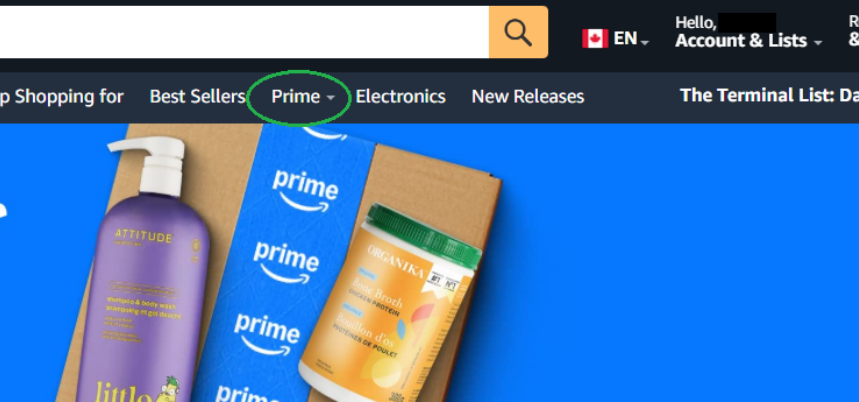
EXHIBIT “J” – DESKTOP HOMEPAGE – As of May 2026

This is a table depicting and describing the enrollment process from the homepage on a desktop browser on Amazon.ca as of May 2026.

|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Amazon.ca Homepage                                                                  |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| #1 | <p>The homepage of Amazon.ca is subject to periodic updates, including during events such as Prime Day or to highlight other non-Prime promotional activities or campaigns. Generally, customers can enroll in Prime from the homepage in two ways.</p> <p>Customers who visit Amazon.ca can enroll for Prime by:</p> <ol style="list-style-type: none"><li>1. Clicking on “<b>Try free for 30 days</b>” on the homepage (circled in red and described in row #2-3 below).</li><li>2. Clicking the “<b>Prime</b>” tab on the <b>menu bar</b>, underneath the search bar, that appears in white text (circled in green and described in row #4 below).</li></ol> |  |



|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Amazon.ca                                                                                                                                         |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| #2 | <p>Clicking on the yellow “<b>Join Prime</b>” button on Amazon.ca (circled in <b>red</b> in row #1, above) leads a customer to the “<b>Slashprime</b>” page, an information page about Prime. The <b>Slashprime</b> page is also accessible at Amazon.ca/Prime.</p> <p>At the top of the Slashprime page, against a dark blue background, is white text that reads: “[NAME], <b>we’re giving you a free 30-day trial of Prime</b>”, with text below that reads, “Free delivery, award-winning TV, exclusive deals, and more”. Smaller text immediately below reads, “<b>Only \$9.99/month (plus tax) after trial. Cancel anytime.</b>” There is a hyperlink below the information about pricing and cancellation that says, “<b>Explore other plans</b>”. Below this text, and at the bottom of this first section of the Information Page, is a yellow button that says, “<b>Start your free 30-day trial</b>”.</p> <p>Below this dark blue section, more details about Prime benefits are listed in the next section under the heading “<b>Unlock the best of Amazon with Prime</b>”.</p> <p>In the next section, various plan options are presented under a heading called “<b>Choose your plan</b>”. Directly below this heading and above the plan options is text that reads “<b>Enjoy your 30-day trial of Prime. After, Prime is just \$9.99/month. Cancel anytime.</b>” Directly below the plan options in this section is a yellow button that says, “<b>Start your free 30-day trial</b>”.</p> <p>At the bottom of the page, answers to frequently asked questions are listed in a section called “<b>You may be Wondering</b>”. The answers link to another page with more information about Prime benefits, the relevant cancellation policy, and when billing for a Prime membership will start (after the free trial or membership period ends).</p> | <p><i>Slashprime information page on Amazon.ca/Prime</i></p>  |

|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                     |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #3 | <p>Clicking either of the yellow “<b>Start your free 30-day trial</b>” buttons on the Information Page (circled in <b>red</b> in row #2, above) on Amazon.ca takes a customer to the <b>WLP</b> page.</p> <p>If the customer <u>does not already have a payment method stored</u>, the <b>WLP</b> page reads, “[NAME], <b>good news: Start your 30-day free period with Prime now</b>” and highlights the benefits available with Prime. Customers must provide a payment method to illuminate the “<b>Continue</b>” button and proceed (circled in <b>blue</b>). The customer may also click “<b>No thanks</b>” in blue text at the bottom of the left of the page (circled in <b>green</b>) to leave the <b>WLP</b> page and return to the homepage or can click elsewhere on the website and proceed browsing.</p> <p>If a customer <u>already has a payment method stored</u>, or once they enter payment information and click “<b>Continue</b>”, a white button that says “<b>No thanks</b>” (circled in <b>green</b>) appears next to a yellow button that says “<b>Try Prime free for 30 days</b>”. Directly underneath these buttons the <b>WLP</b> page discloses cancelation information and all material terms of a Prime subscription in bold. A customer can exit the <b>WLP</b> page by clicking “<b>No thanks</b>” or clicking elsewhere on the website to continue browsing.</p> | <p><i>UPPU after clicking “Start your free 30-day trial” (no payment stored)</i></p>  <p><i>WLP page after clicking “Start your free 30-day trial” (payment already stored or after entering payment and clicking “Continue”)</i></p>  |
| #4 | <p>The Amazon.ca homepage also includes a “<b>Prime</b>” <b>tab</b> in the middle of the <b>menu bar</b> (circled in <b>green</b>).</p> <p>Hovering over the “<b>Prime</b>” <b>tab</b> on the Amazon.ca <b>homepage menu bar</b> reveals a pop-up that reads “<b>Amazon Prime</b>” with text below that says, “Enjoy fast, free shipping on millions of items when you start your 30-day free trial.” At the bottom of the pop-out is a yellow button that says, “<b>Try Prime FREE.</b>” The pop-up closes automatically if the cursor is moved away.</p> <p>Regardless of whether a customer has information stored in their account, clicking on the “<b>Prime</b>” <b>tab</b> in the menu bar, or on the yellow “<b>Try Prime FREE</b>” button on the pop-out, directs people to the <b>Slashprime</b> information page, described in row #2, above.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p><i>“Prime” tab on Amazon.ca menu bar</i></p>                                                                                                                                                                                                                                                                          |

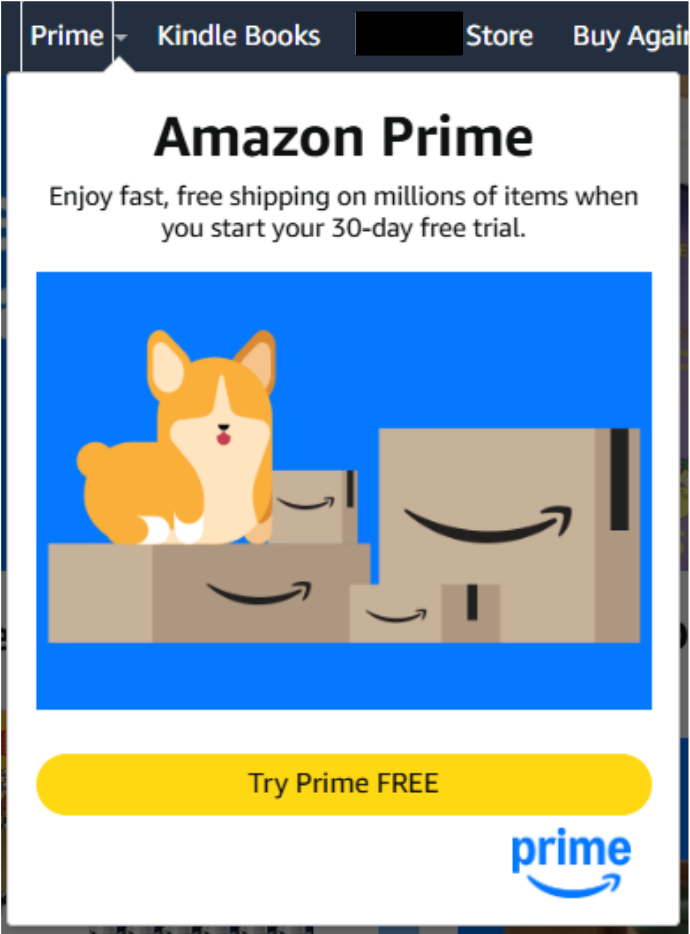
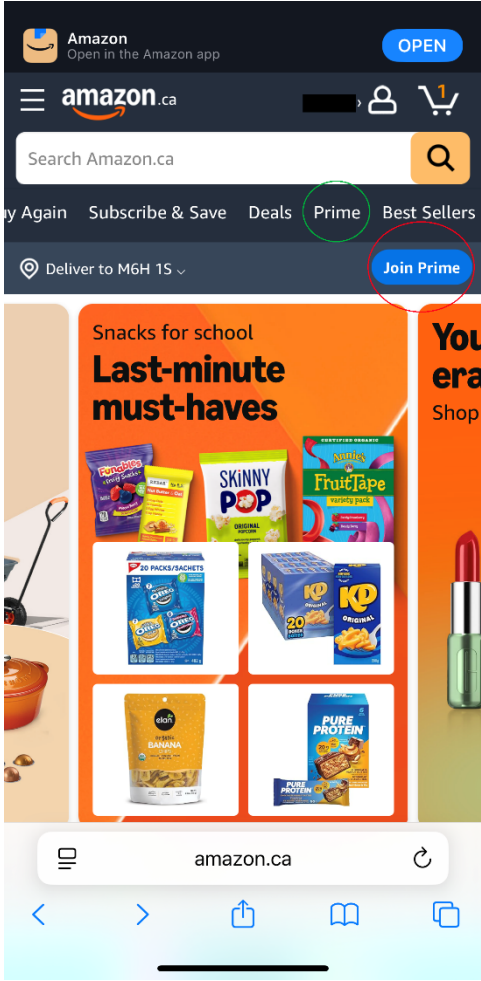
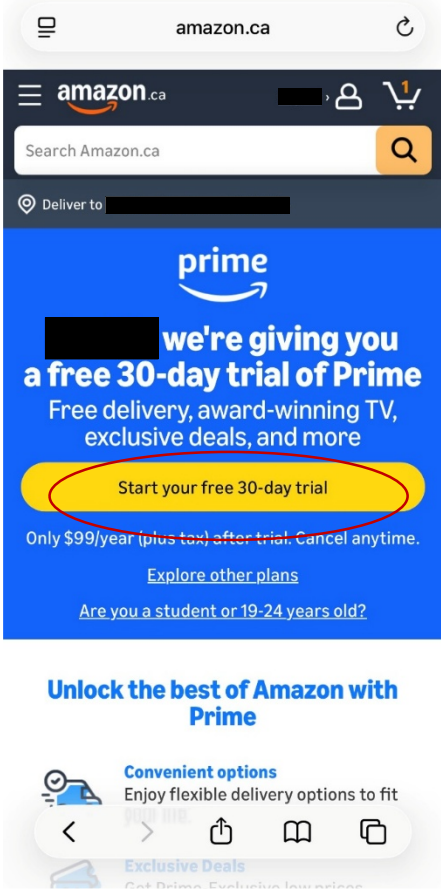
|  | Description | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |             | <p>Pop-up from hovering over the “<b>Prime</b>” <i>tab</i> on the Amazon.ca menu bar</p>  <p>The image shows a screenshot of the Amazon.ca website's top navigation bar. The 'Prime' tab is highlighted, and a pop-up menu is displayed. The pop-up features the 'Amazon Prime' logo, a description of the service, a cartoon dog sitting on Amazon boxes, a 'Try Prime FREE' button, and the Prime logo at the bottom.</p> |

EXHIBIT J – MOBILE HOMEPAGE – As of May 2026

This is a table depicting and describing the enrollment process from the homepage on a mobile browser on both Amazon.ca as of May 2026.

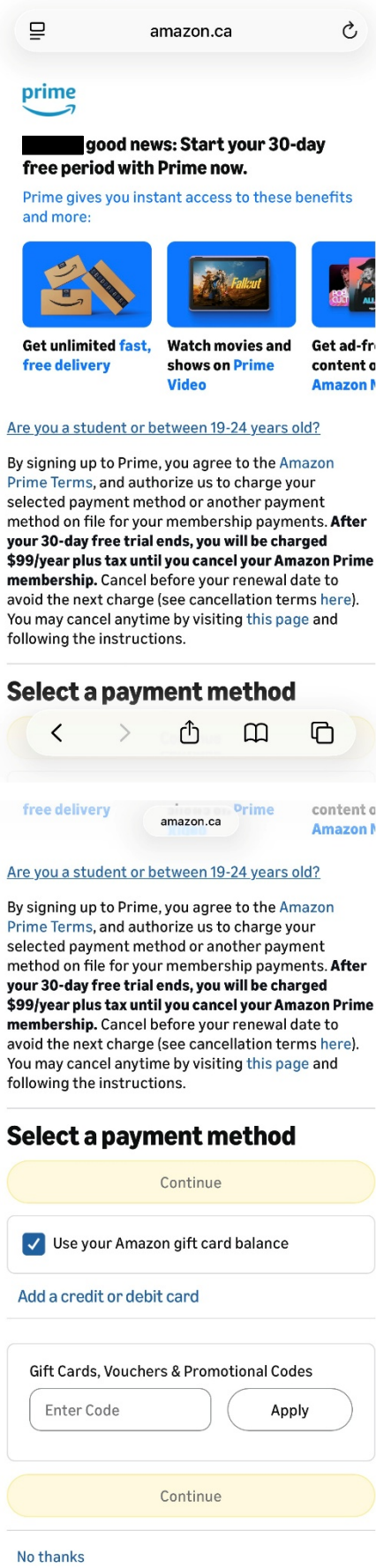
|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Amazon.ca                                                                                                                                  |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| #1 | <p>Customers who visit Amazon.ca on mobile can enroll for Prime from the mobile Homepage in two ways:</p> <ol style="list-style-type: none"><li>1. By clicking the <b>“Prime”</b> tab on the <b>menu bar</b>, underneath the search bar, that appears in white text (circled in green and described in row #2-3 below).</li><li>2. Clicking on a blue button with white text that reads <b>“Join Prime”</b> (circled in red and described in row #4 below).</li></ol>                                                                                                                                                                                                                                                                                       | <p>Amazon.ca Mobile Homepage</p>                        |
| #2 | <p>Clicking on the <b>“Prime”</b> tab on the Amazon.ca Homepage <b>menu bar</b> leads a customer to the <b>“Slashprime”</b> page, an information page about Prime.</p> <p>The <b>Slashprime</b> page is also accessible at Amazon.ca/Prime.</p> <p>The top of the <b>Slashprime</b> page says, against a dark blue background:</p> <p><b>“[NAME], we’re giving you a free 30-day trial of Prime”</b>, with text below that reads, “Free delivery, award-winning TV, exclusive deals, and more”. Below this is a yellow <b>“Start your free 30-day trial”</b> button (circled in red). The text immediately below the button reads, <b>“Only \$9.99/month (plus tax) after trial. Cancel anytime”</b>.</p> <p>Underneath the terms of Prime on Amazon.ca</p> | <p>Slashprime information page on Amazon.ca/Prime</p>  |

SPC = Single Page Checkout | WLP = White Label Pipeline (pop-up or page)

|  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>are hyperlinks that a customer can click to “<b>Explore other plans</b>”, learn about Prime for students.</p> <p>The next section of this page, entitled “<b>Check out what’s included with Prime</b>”, lists more information about Prime benefits, and options to choose a monthly or yearly payment plan.</p> <p>At the bottom of the Information Page, answers to frequently asked questions are listed in a “<b>You may be Wondering</b>” section. Clicking on each question reveals answers that provide more information including about the cancellation policy, when paid billing will start (after the free trial period ends), and Prime benefits.</p> <p>Clicking the yellow “<b>Start your free 30-day trial</b>” buttons on the Slashprime page directs customers to the <b>WLP</b> page, described below in row #3).</p> | <div><div><div>Are you a student or 19-24 years old?</div><div>amazon.ca</div></div><div><div>Unlock the best of Amazon with Prime</div><div><div><div> <b>Convenient options</b><br/>Enjoy flexible delivery options to fit your life.</div><div> <b>Exclusive Deals</b><br/>Get Prime-Exclusive low prices, products and deals.</div><div> <b>Amazon Day</b><br/>Shop all week. Delivery on a single day.</div></div></div></div><div><div>Choose your plan</div><div>Enjoy your free 30-day trial of Prime. After, Prime is just \$99 per year. Cancel anytime.</div><div><div><div>Prime Annual</div><div>\$99</div><div>per year after trial</div></div><div><div>Prime Monthly</div><div>\$9.99</div><div></div></div></div></div><div><div>day.</div><div>amazon.ca</div></div><div><div>Choose your plan</div><div>Enjoy your free 30-day trial of Prime. After, Prime is just \$99 per year. Cancel anytime.</div><div><div><div>Prime Annual</div><div>\$99</div><div>per year after trial</div></div><div><div>Prime Monthly</div><div>\$9.99</div><div>per month after trial</div></div></div><div><div>Start your free 30-day trial</div></div><div><div>Learn more about plan discounts up to 50% off for:</div><div>19-24 year olds and students &gt;</div></div><div>You may be wondering</div></div></div> |

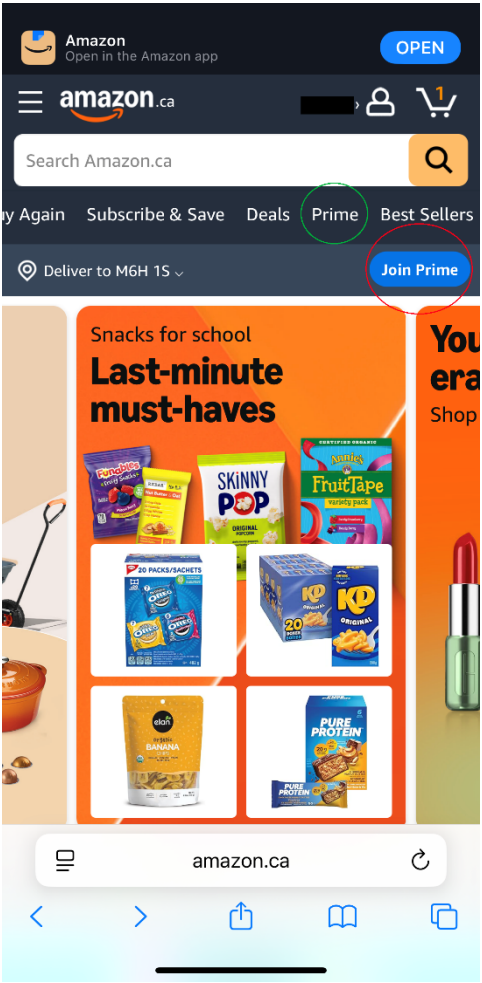
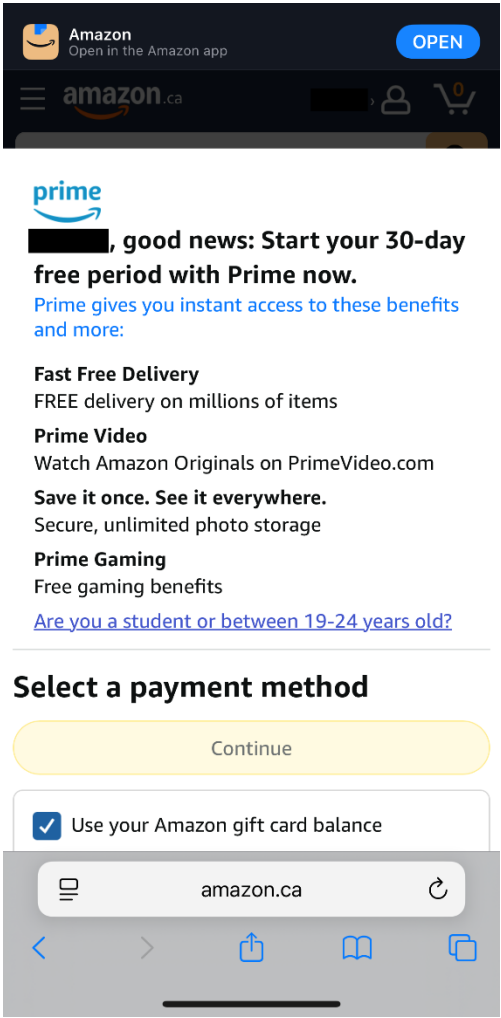
|  | Description | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |             | <div><div><div><div>amazon.ca<br/>per year after trial</div><div>Prime Monthly<br/>\$9.99<br/>per month after trial</div><div>Start your free 30-day trial</div></div><div><div>Learn more about plan discounts up to 50% off for:</div><div>19-24 year olds and students &gt;</div></div></div><div><div>You may be wondering</div><div><div>Where can I learn more about the various Prime benefits? ▾</div><div>If I'm not satisfied, what is the Prime cancellation policy? Will I be refunded? ▾</div><div>When will I be billed for my membership? ▾</div></div></div><div><div>amazon.ca</div><div>You may be wondering</div><div><div>Where can I learn more about the various Prime benefits? ▲<br/>To learn more about all the benefits Prime has to offer, visit <a href="http://www.amazon.ca/primebenefits">www.amazon.ca/primebenefits</a></div><div>If I'm not satisfied, what is the Prime cancellation policy? Will I be refunded? ▲<br/>If you signed-up for your Prime membership directly through us, you may cancel your Prime membership at any time by visiting Your Account and adjusting your membership settings. Paid members who haven't used their benefits are eligible for a full refund of the current membership period.</div><div>When will I be billed for my membership? ▲<br/>When your free trial or membership period ends we'll automatically charge for the next membership period.</div></div><div><div>&lt; &gt; ⬆ ⬇ ⬅</div></div></div></div> |



|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Amazon.ca                                                                                                                                                                    |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #3 | <p>If the customer <u>does not already have payment information saved</u>, clicking either of the yellow “<b>Start your free 30-day trial</b>” buttons on the <b>Slashprime</b> information page (described above in row #2 and circled in <b>red</b>) directs customers to the <b>WLP</b> page.</p> <p>A customer can only select “<b>Continue</b>” to enrol in Prime once a payment method has been added, or they can click “<b>No thanks</b>” at the bottom left of the page to return to the homepage.</p> <p>The <b>WLP</b> page highlights Prime benefits and discloses cancellation information and all material terms of a Prime membership and trial immediately below the “<b>Try Prime free for 30 days</b>” button (which enrolls the customer in Prime) and the “<b>No thanks</b>” button (which returns them to the homepage).</p> | <p><i>WLP page after clicking “Start your free 30-day trial” (no payment stored)</i></p>  |

|  | Description | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |             | <p>WLP page after clicking “Start your free 30-day trial” (payment already stored or after entering payment and clicking Continue)</p> <div><div><div>amazon.ca</div><div>prime</div><div><div>good news: Start your 30-day free period with Prime now.</div><div>Prime gives you instant access to these benefits and more:</div><div><div><div><div>Get unlimited fast, free delivery</div></div><div><div>Watch movies and shows on Prime Video</div></div><div><div>Get ad-free content on Amazon Music</div></div></div></div><div><div>Are you a student or between 19-24 years old?</div><div>By signing up to Prime, you agree to the Amazon Prime Terms, and authorize us to charge your selected payment method or another payment method on file for your membership payments. After your 30-day free trial ends, you will be charged \$99/year plus tax until you cancel your Amazon Prime membership.</div></div><div><div>Try Prime free for 30 days</div><div>No thanks</div></div><div><div>&lt;&gt;🔗📖📄</div></div></div><div><div>prime gives you instant access to these benefits and more:</div><div>amazon.ca</div><div><div><div>Get unlimited fast, free delivery</div></div><div><div>Watch movies and shows on Prime Video</div></div><div><div>Get ad-free content on Amazon Music</div></div></div><div><div>Are you a student or between 19-24 years old?</div><div>By signing up to Prime, you agree to the Amazon Prime Terms, and authorize us to charge your selected payment method or another payment method on file for your membership payments. After your 30-day free trial ends, you will be charged \$99/year plus tax until you cancel your Amazon Prime membership. Cancel before your renewal date to avoid the next charge (see cancellation terms here). You may cancel anytime by visiting this page and following the instructions.</div></div><div><div>Payment method</div><div><div>Amazon Balance (includes gift cards)</div><div>Your gift card balance, when available, will be used to pay for your Prime membership.</div></div><div><div>Billing address</div></div></div><div><div>Try Prime free for 30 days</div><div>No thanks</div></div></div></div></div> |

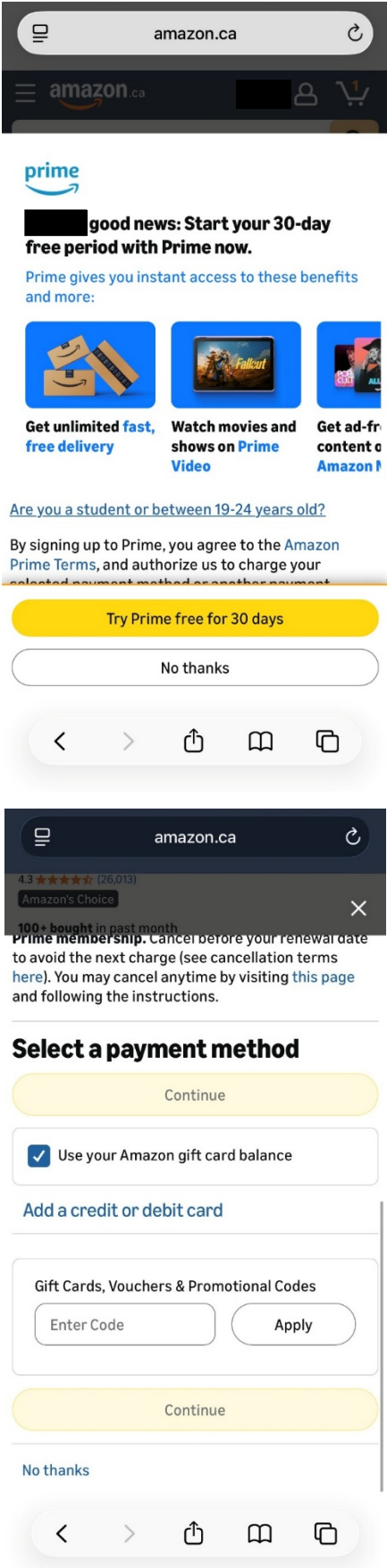


|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Amazon.ca                                                                                                                                                                                                                                                                                              |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #4 | <p>A customer may also enroll in Prime through the “<b>Join Prime</b>” button on the Homepage (circled in red).</p> <p>If the customer <u>does not already have payment information saved</u>, the <b>WLP</b> pop-up appears after clicking “<b>Join Prime</b>” on the homepage. The <b>WLP</b> pop-up highlights Prime benefits and asks the customer to provide a payment method to proceed. After doing so, the customer can select “<b>Continue</b>” to proceed with enrollment or can at any time click “<b>No thanks</b>” at the bottom of the <b>WLP</b> pop-up to exit and continue browsing as normal.</p> | <p>Amazon.ca Mobile Homepage</p>  <p>WLP pop-up after clicking blue “Join Prime” button (<u>no payment already stored</u>)</p>  |

|  | Description | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |             | <div><div><div><div><div></div><div>Amazon</div><div>Open in the Amazon app</div></div><div>OPEN</div></div></div><div><div><div><div></div><div>amazon.ca</div></div><div></div><div></div></div></div></div> <div><div>Prime Gaming</div><div>Free gaming benefits</div><div><a href="#">Are you a student or between 19-24 years old?</a></div></div> <div>Select a payment method</div> <div>Continue</div> <div><div><input checked="" type="checkbox"/> Use your Amazon gift card balance</div><div><a href="#">Add a credit or debit card</a></div></div> <div><div>Gift Cards, Vouchers &amp; Promotional Codes</div><div><div>Enter Code</div><div>Apply</div></div></div> <div>Continue</div> <div><a href="#">No thanks</a></div> <div><div><div></div><div>amazon.ca</div><div></div></div><div><div></div><div></div><div></div><div></div><div></div></div></div> |

Once payment information has been entered, if payment information has previously been saved to the customer's Amazon.ca account, the WLP pop-up discloses all material terms of a Prime membership and trial, immediately above the "Try Prime free for 30 days" button (which enrolls the customer in Prime) and the "No thanks" button (which returns them to the homepage).

WLP pop-up after clicking blue "Join Prime" button (payment already stored or after entering payment and clicking Continue)



|  | Description | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |             | <div><div><div>amazon.ca</div><div>amazon.ca</div><div><div>Are you a student or between 19-24 years old?</div><div>By signing up to Prime, you agree to the <a href="#">Amazon Prime Terms</a>, and authorize us to charge your selected payment method or another payment method on file for your membership payments. <b>After your 30-day free trial ends, you will be charged \$9.99/month plus tax until you cancel your Amazon Prime membership.</b> Cancel before your renewal date to avoid the next charge (see cancellation terms <a href="#">here</a>). You may cancel anytime by visiting <a href="#">this page</a> and following the instructions.</div><div><div>Payment method</div><div><div>Amazon Balance (includes gift cards)</div><div><div>Your gift card balance, when available, will be used to pay for your Prime membership.</div><div><div>Billing address</div><div><div>Try Prime free for 30 days</div><div>No thanks</div></div></div></div></div></div></div></div></div> |



Welcome to Prime!

1 message

Amazon Prime <prime@amazon.ca>  
To: [redacted]

Mon, May 26, 2025 at 4:26 PM



|               |                   |
|---------------|-------------------|
| Plan name:    | Prime             |
| Plan type:    | 30-day Free Trial |
| Renewal date: | June 25, 2025     |

After your trial, your membership renews at **\$99.00 plus tax per year**. You won't be charged if you cancel your membership before the renewal date. Please review our **cancellation policy below**.

Your membership includes



Fast and free delivery



Exclusive deals



Prime Video

[Explore all benefits](#)

## Here's your cancellation policy

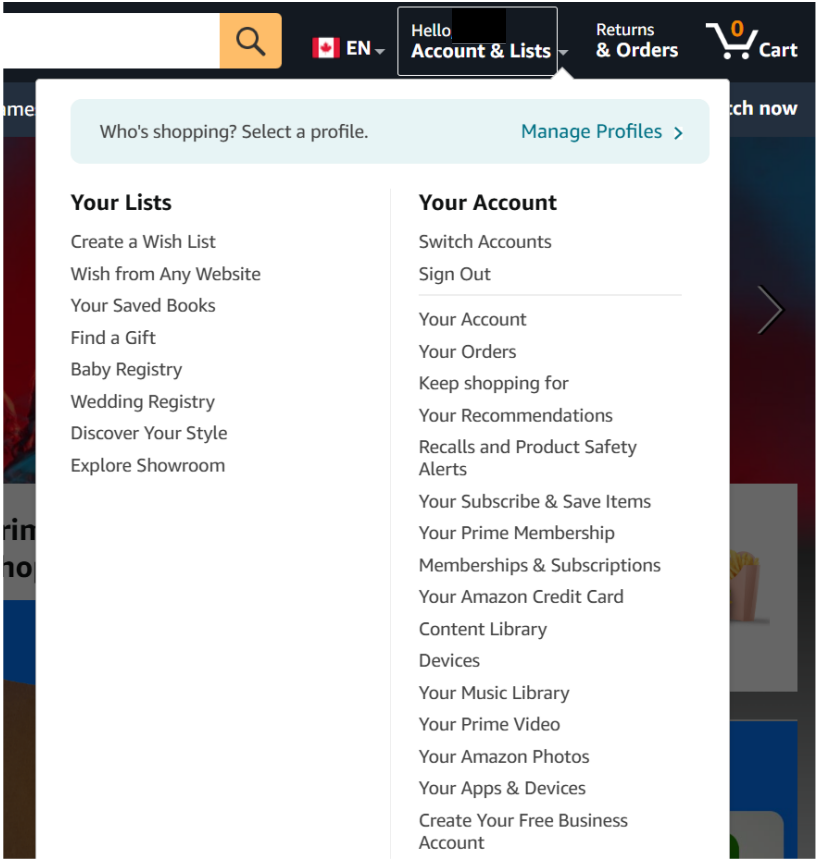
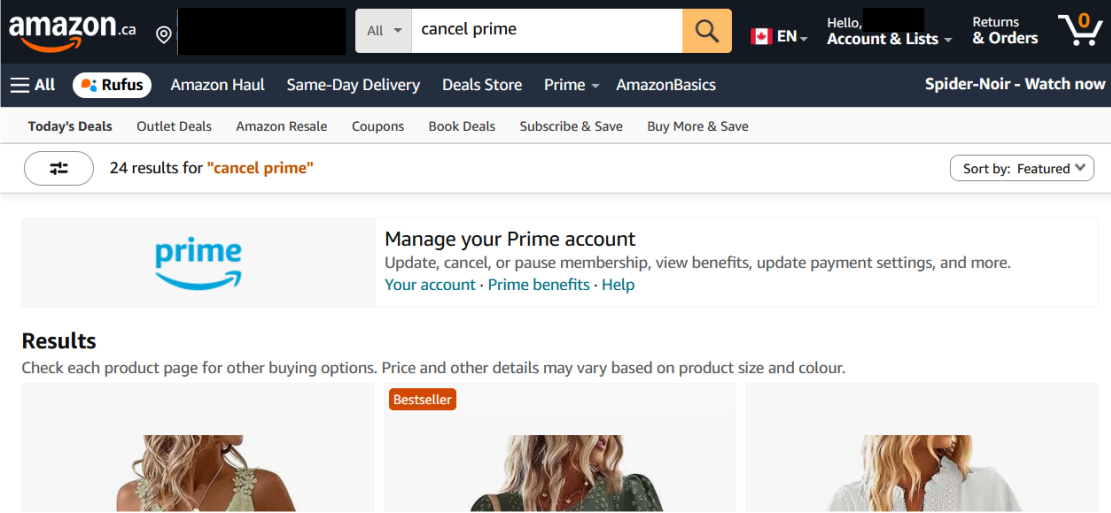
You can cancel Prime at any time by visiting [Your Account](#), clicking 'end membership' under 'Manage Membership' and following the instructions on screen. Cancel before your renewal date to avoid the next charge or [set a renewal reminder](#). For more details, see the [Amazon Prime Terms](#). We will notify you in advance if the price of Prime ever changes.

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EXHIBIT “L” – TWO-PAGE CANCELLATION – As of October 2024

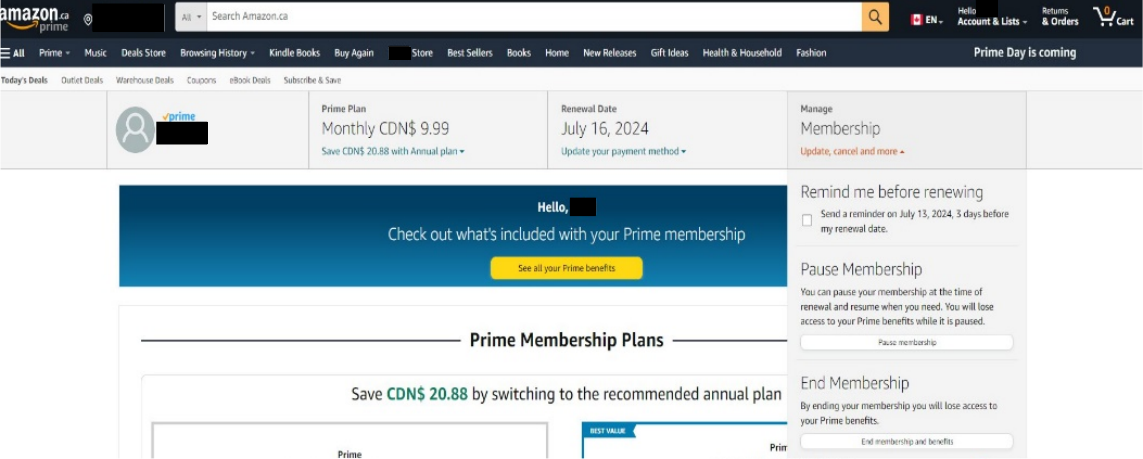
This is a table depicting and describing the two-page cancellation process for Prime as of October 2024 on Amazon.ca. The two-page cancellation process on a mobile app or mobile browser mirrors that on a desktop browser, demonstrated below. However, if customers signed up for Prime through Google Play (on Android), they must cancel their subscription through Google Play app, following instructions that were sent to them about how to do so in the welcome email received upon sign-up.

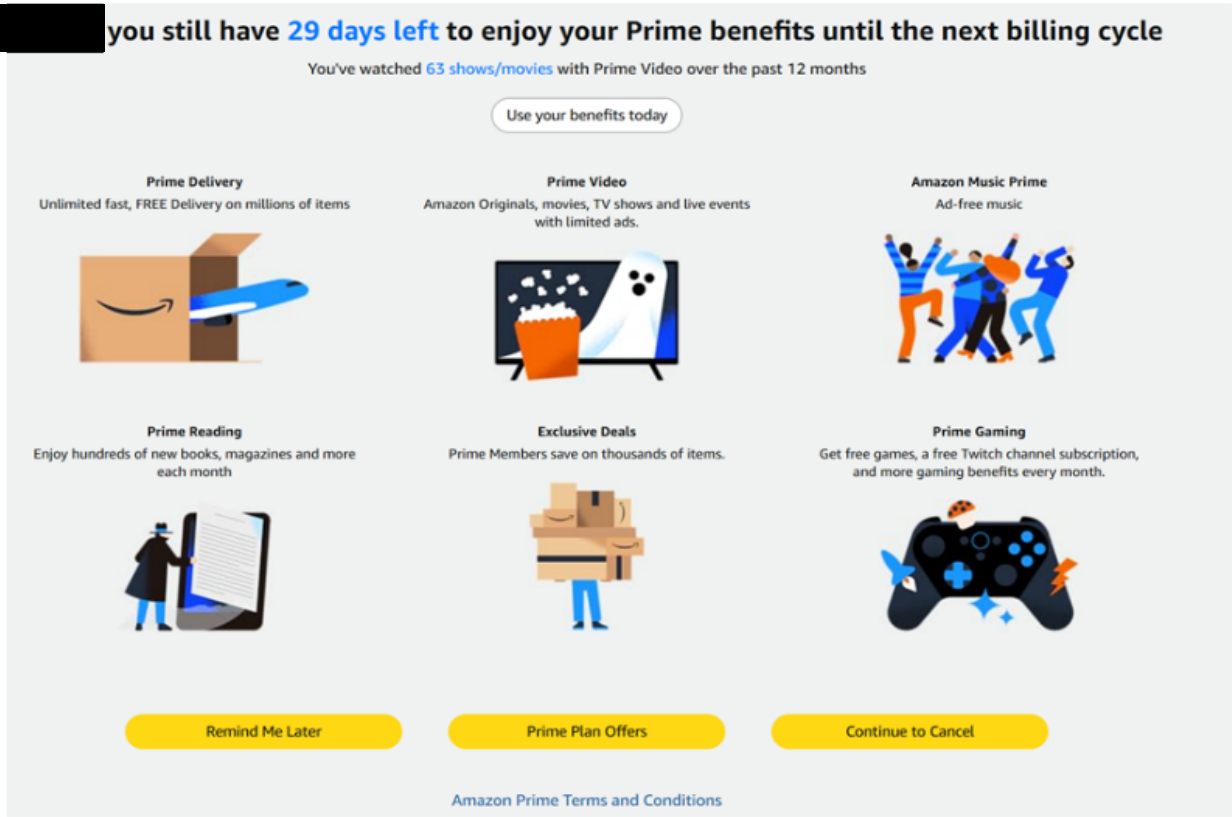
|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Amazon.ca                                                                                                                                                                                                                                                                            |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #1 | <p>To cancel their Prime membership, a customer can navigate to either the <b>Prime Membership</b> page or <b>Membership &amp; Subscriptions</b> page from the <b>Account &amp; Lists</b> dropdown menu on the Amazon.ca homepage.</p> <p>The customer does this by clicking on either “<b>Your Prime Membership</b>”, “<b>Membership &amp; Subscriptions</b>”, or “<b>Your Account</b>”.</p> <p>The <b>Prime Membership</b> page is also accessible by searching “cancel Prime”, “Prime cancellation”, “how to cancel Prime”, or related queries in the search bar at the top of any Amazon.ca page.</p> | <p><i>Amazon.ca Account &amp; Lists dropdown menu</i></p>  <p><i>Search results for "cancel prime"</i></p>  |



|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Amazon.ca                                                               |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| #2 | <p>Alternatively, the customer can enter the cancellation process directly from the <b>End/Cancel Your Amazon Prime Membership</b> information page in the <b>Help &amp; Customer Service</b> directory. This page is linked to in the Welcome Email, as well as in the material terms shown to customers prior to enrollment, and is also linked at the bottom of any page on Amazon.ca. This page also appears as the first result when searching for "cancel Prime membership" on Google.</p> <p>Clicking the prominent yellow “<b>End Membership</b>” button on Amazon.ca takes the customer to the <b>Cancellation Process</b> (described in rows #6-8, below).</p> | <p><i>End/Cancel Your Amazon Prime Membership page on Amazon.ca</i></p> |
| #3 | <p>If a customer navigated from the <b>Accounts &amp; Lists</b> dropdown menu (in row #1, above) to the <b>Membership &amp; Subscriptions</b> page, they will be directed to a page with their subscription information, and on the right is a “<b>Cancel Subscription</b>” button that a customer can click to enter the cancellation process.</p>                                                                                                                                                                                                                                                                                                                      | <p><i>The Memberships &amp; Subscriptions Page on Amazon.ca</i></p>     |
| #4 | <p>If a customer navigated from the <b>Accounts &amp; Lists</b> dropdown menu (in row #1, above) to the <b>Your Account</b> page, clicking the “<b>Prime</b>” box in the top right directs customers to the <b>Prime Membership</b> page.</p> <p>Customers may also navigate directly to the <b>Prime Membership</b> page from the <b>Accounts &amp; Lists</b> dropdown menu (in row #1, above) by clicking on “<b>Your Prime Membership</b>”.</p> <p>At the top right of the <b>Prime Membership</b> page is a “<b>Manage Membership</b>” dropdown menu with three options:</p>                                                                                         | <p><i>Your Account page on Amazon.ca</i></p>                            |

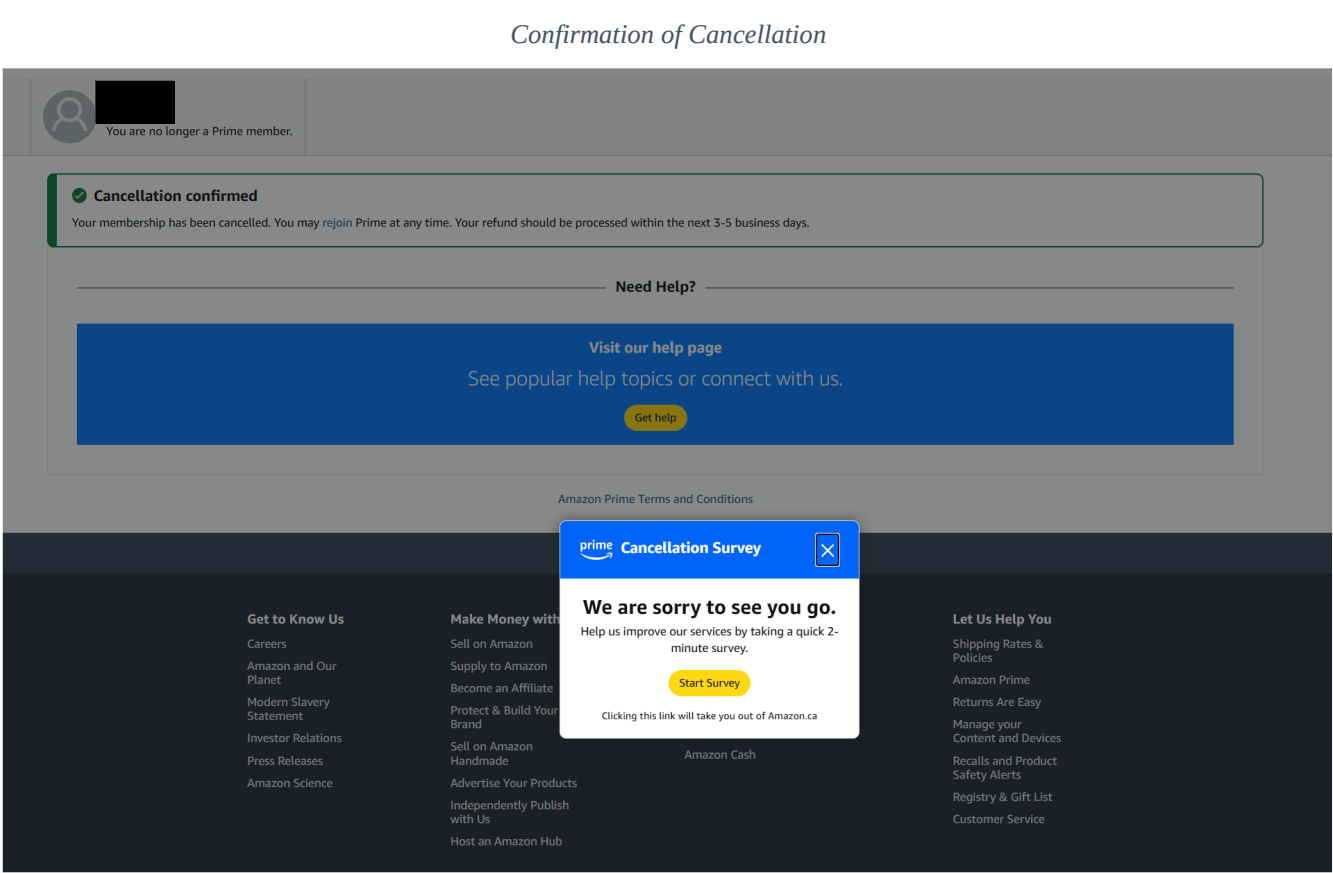


| Description                                                                                                                                                                       |  | Amazon.ca                                                                           |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------------------|--|
| 1) Customers can set a reminder to be notified three days before their next payment date—or their first payment date if they are on a free trial.                                 |  |  |  |
| 2) Customers can pause their membership benefits and subscription payments, resuming payments if and when the customer decides to do so.                                          |  |                                                                                     |  |
| 3) Customers can end their membership and benefits. Clicking the “End Membership” option takes the customers into the <b>Cancellation Process</b> , described in rows #4-5 below. |  |                                                                                     |  |

|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Amazon.ca                                                                                                                                               |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| #4 | <p><b>Cancellation Process:</b> The first page presents Prime members with the remaining number of days left until their next billing cycle (in blue text). On Amazon.ca, a Prime member is also presented with the number of times they have used Prime benefits in the last billing period, for example the number of television shows or movies streamed with Prime Video.</p> <p>Underneath this text is a white button that reads “<b>Use your benefits today</b>”. Underneath this button, the page includes an overview of the various Prime benefits available to members including Prime Delivery, Prime Video, Amazon Music, Prime Gaming, Prime Reading, and other Exclusive Deals.</p> <p>At the bottom of the page are three yellow buttons, that read from left-to-right, “<b>Remind Me Later</b>”, “<b>Prime Plan Offers</b>”, and “<b>Continue to Cancel</b>”. The “<b>Continue to Cancel</b>” button is situated in bottom right corner of the page, where the button to continue along in a process is typically placed.</p> | <p>First Page of the Two-Page Cancellation Process on Amazon.ca</p>  |

|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #5 | <p>On Amazon.ca, a member selects “<b>Continue to Cancel</b>” on the first page of the Two-Page Cancellation Process, the second page of the process asks them to confirm their Prime membership cancellation and presents them with three options:</p> <ol style="list-style-type: none"><li>1. <b>Cancel today:</b> this option is automatically selected when users reach the second page of the Two-Step Cancellation Process. This option ends Prime benefits immediately, and the member will receive a pro-rata refund of the remaining days in their membership cycle.</li><li>2. <b>Cancel on renewal:</b> a Prime member can also choose to end their membership benefits on the day their monthly or annual membership is set to renew. They will not be entitled to a pro-rata refund.</li><li>3. <b>Pause on renewal:</b> a Prime member can also opt to pause their membership benefits on the day their monthly or annual membership is set to renew, and can resume the membership at any time.</li></ol> <p>At the bottom of the page are three buttons: a white “<b>Remind Me Later</b>” button, a white “<b>Keep Membership</b>” button, and a yellow “<b>End Membership</b>” button. The “<b>End Membership</b>” button, which either ends the Prime membership immediately or upon renewal, is situated in bottom right corner of the page, where the button to continue along in a process is typically placed.</p> | <div><p><i>Cancel Today/End Membership Option on Amazon.ca</i></p><div><p>Please confirm your Prime membership cancellation</p><div><div></div><div>Current Plan</div>Monthly \$9.99</div><div>Next Billing Date</div>2025-09-12</div><div><div><div><input checked="" type="radio"/> Cancel today 2025-08-14 (\$11.19 refund)</div><div>Your Prime benefits will end immediately.</div><div>Your Prime benefits end immediately and you will be refunded \$11.19</div><div>1. By cancelling, you will no longer be eligible for your unclaimed <a href="#">Prime exclusive offers</a>.</div></div><div><div><input type="radio"/> Cancel on renewal 2025-09-12</div><div><input type="radio"/> Pause on renewal 2025-09-12</div></div></div><div><div>Remind Me Later</div><div>Keep Membership</div><div>End Membership</div></div><div><div>Need Help?</div><div><div>Visit our help page</div><div>See popular help topics or connect with us.</div><div>Get help</div></div></div><div>Amazon Prime Terms and Conditions</div></div> <div><p><i>Cancel on Renewal Option on Amazon.ca</i></p><div><p>Please confirm your Prime membership cancellation</p><div><div></div><div>Current Plan</div>Monthly \$9.99</div><div>Next Billing Date</div>2025-09-14</div><div><div><input type="radio"/> Cancel today 2025-08-14 (\$11.19 refund)</div><div><div><input checked="" type="radio"/> Cancel on renewal 2025-09-14</div><div>Your Prime benefits end on September 14, 2025</div><div>After that date your benefits will end, and you will no longer be charged for your Prime membership.</div><div>1. By cancelling, you will no longer be eligible for your unclaimed <a href="#">Prime exclusive offers</a>.</div></div><div><input type="radio"/> Pause on renewal 2025-09-14</div></div><div><div>Remind Me Later</div><div>Keep Membership</div><div>End On September 14, 2025</div></div><div><div>Need Help?</div><div><div>Visit our help page</div><div>See popular help topics or connect with us.</div><div>Get help</div></div></div><div>Amazon Prime Terms and Conditions</div></div> |

#6 Once a customer has selected “**End Membership**” to end their membership outright or “**End on [DATE]**” to end their membership on renewal, a message surrounded by a green box appears saying “**Cancellation confirmed**” and a pop-up for a Cancellation Survey is presented.

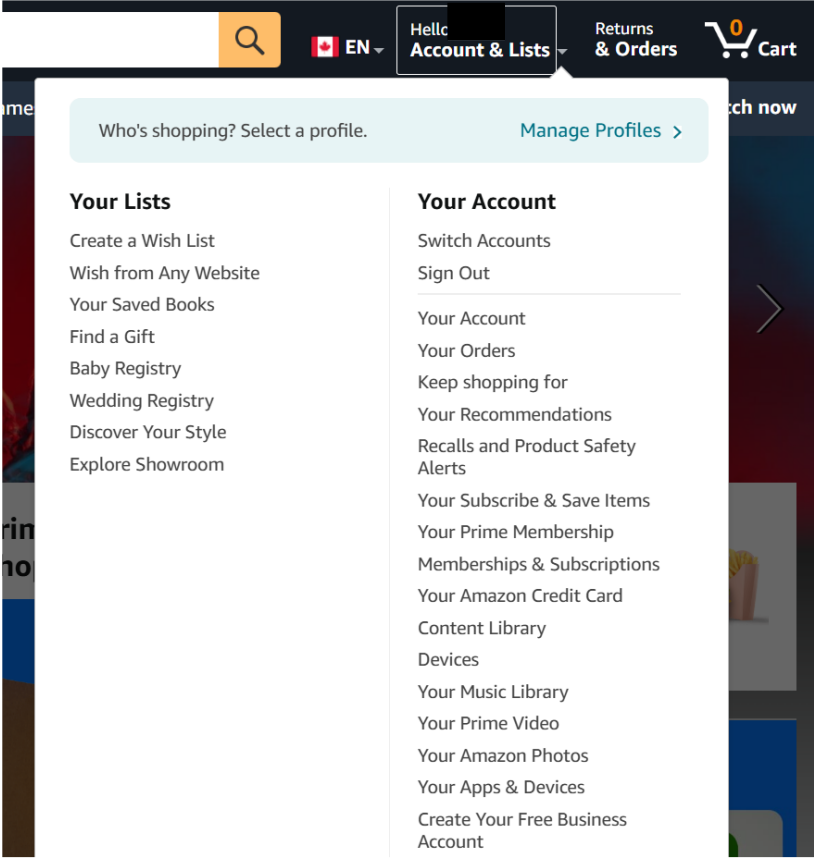


HELP & CUSTOMER SERVICE CANCELLATION

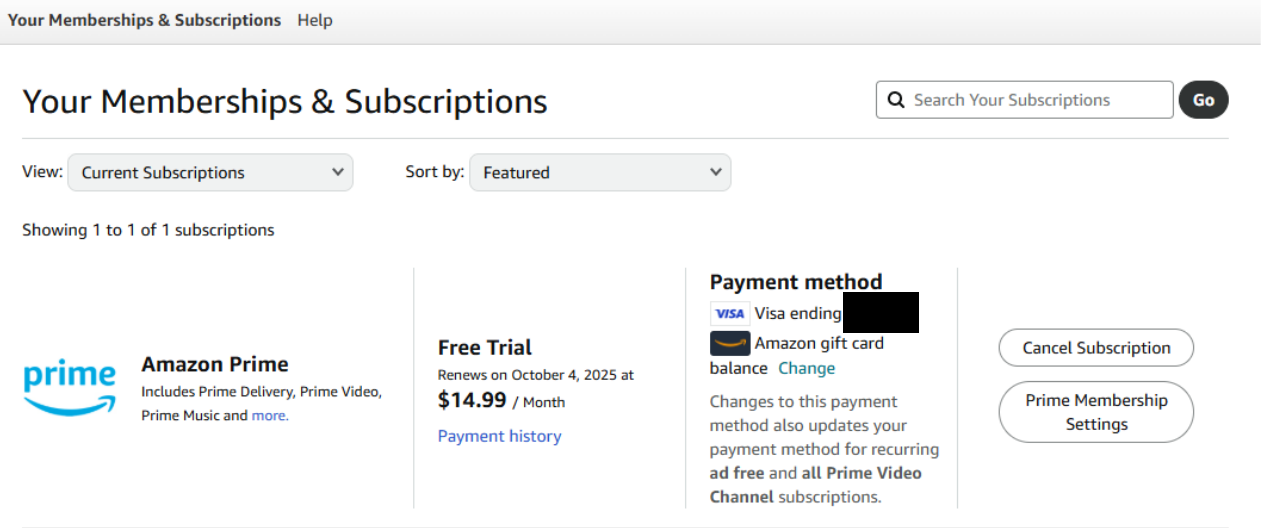
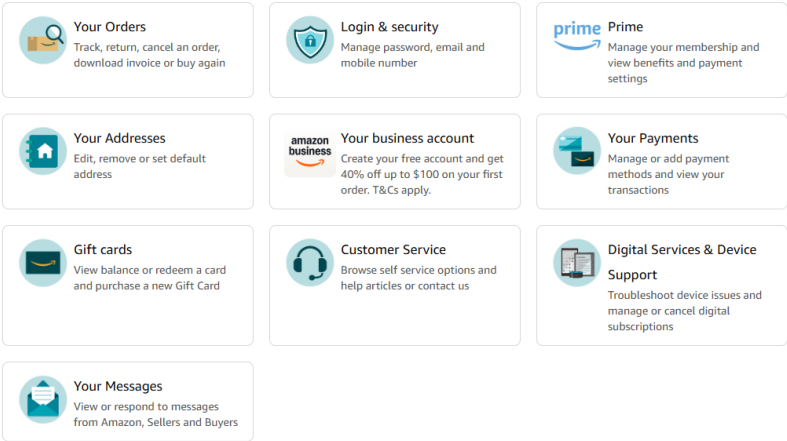
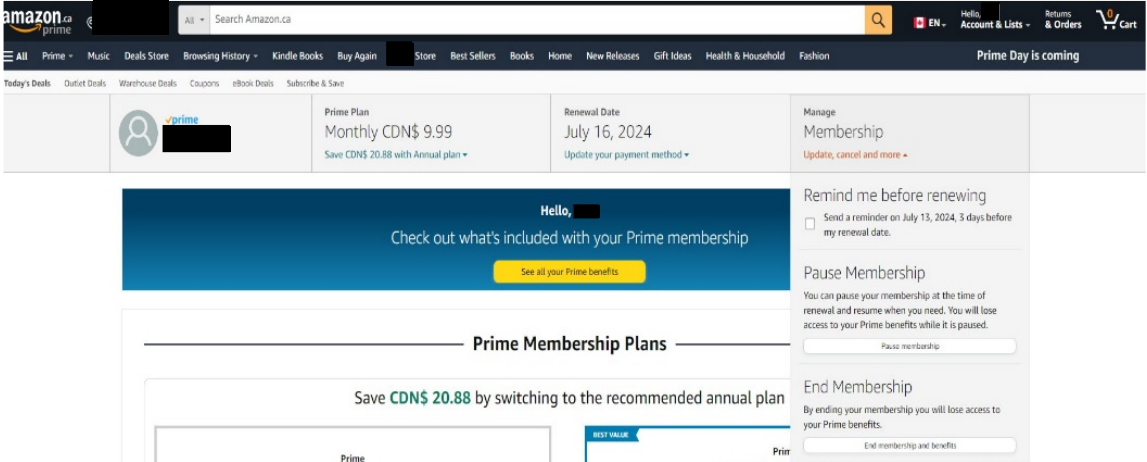
|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Amazon.ca                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #1 | <p>A customer can also cancel their Prime trial or membership from the <b>End your Amazon Prime Membership</b> page from the Help and customer service section accessible via the “<b>Customer Service</b>” button at the bottom of each page on the Amazon.ca website.</p> <p>A Prime member can also enter the cancellation process directly from the <b>Help &amp; Customer Service</b> page, which can be navigated to from different parts of the Amazon.ca website. This is the same page that appears as the first Google search result for “cancel Prime membership”.</p> <p>Clicking the prominent yellow “<b>End Membership</b>” button on Amazon.ca takes the customer to the <b>Cancellation Process</b>.</p> | <div><div><div>Help and customer service</div><div><div>◀ All help topics</div><div>Amazon Prime</div><div>Amazon Prime Benefits</div><div>Amazon Prime</div><div>About Prime Day</div><div>Sign Up for the Amazon Prime Free Trial</div><div>Pause Your Amazon Prime Membership</div><div>End your Amazon Prime Membership</div><div>The Amazon Prime Membership Fee</div><div>Use Buy Now with Amazon Prime</div><div>Using a Promotional Code for Amazon Prime</div><div>Amazon Prime Terms</div><div>Prime Membership Plans</div></div><div><div>Find more solutions</div><div><div>Q</div></div><div><div>Shipping and Delivery</div><div>Amazon Prime</div></div><div><div>End your Amazon Prime Membership</div><div>When you sign up for Amazon Prime, your membership is set to automatically renew each year. You can turn off this automatic renewal at any time.</div><div><div>Paid members who don't use their benefits are eligible for a full refund of the current membership period. This refund will be processed in three to five business days.</div><div>End Membership</div></div></div></div></div></div> |

EXHIBIT “M” – THREE-PAGE CANCELLATION – Prior to October 2024

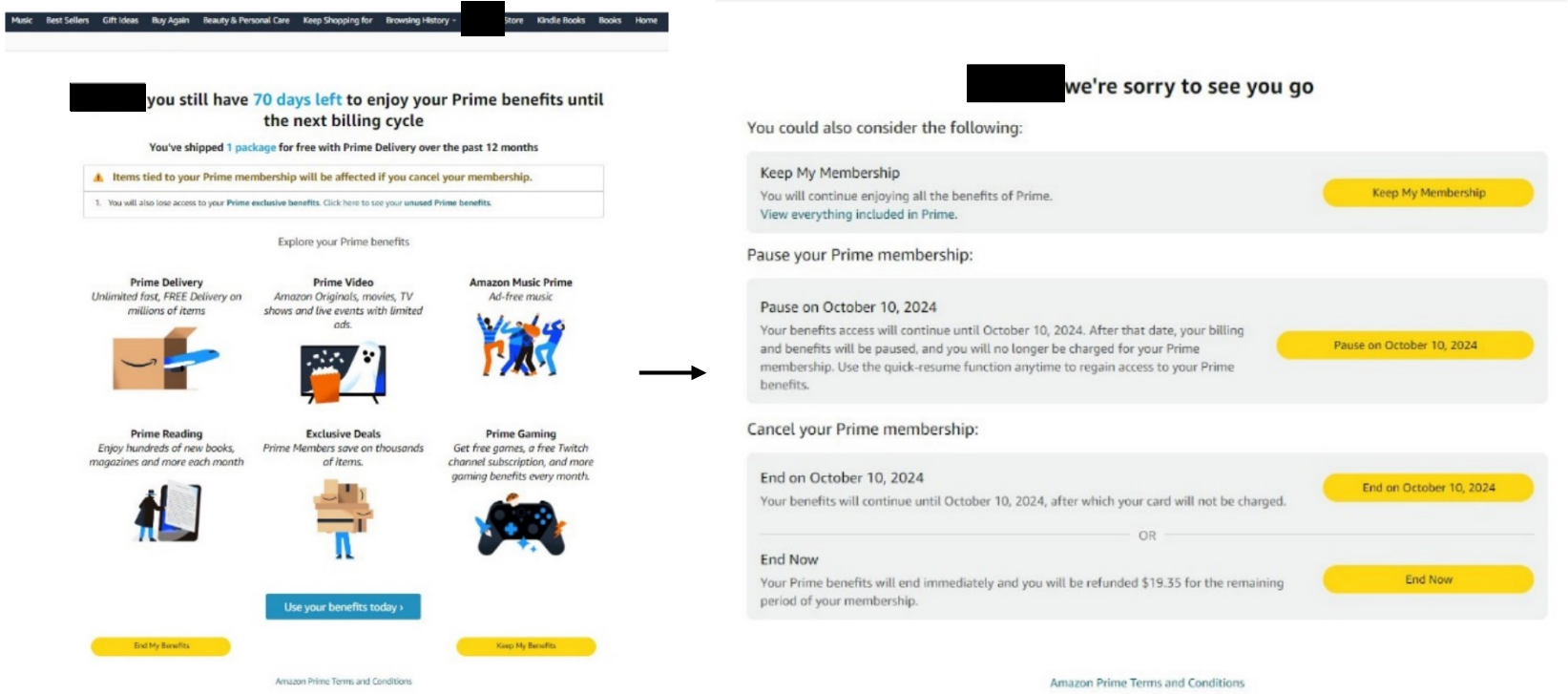
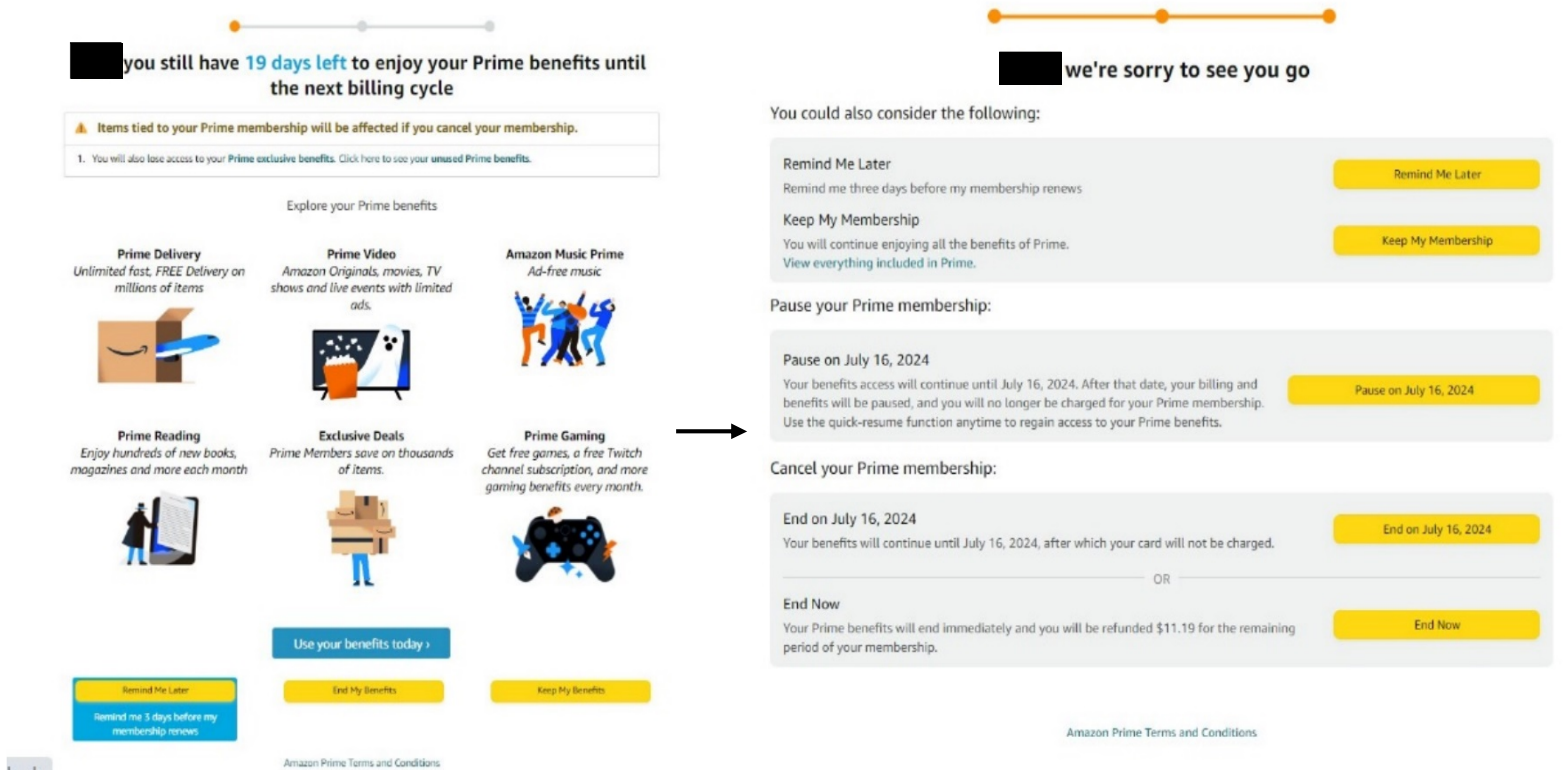
This is a table depicting and describing the three-page cancellation process for Prime prior to October 2024 on Amazon.ca. The three-page cancellation process on a mobile app or mobile browser mirrored that on a desktop browser, demonstrated below. However, if customers signed up for Prime through Google Play (on Android), they had to cancel through Google Play app, following instructions that were sent to them about how to do so in the welcome email received upon sign-up.

|    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Amazon.ca                                                                                                                                      |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| #1 | <p>To cancel their Prime trial or membership, the customer could first navigate to either the Prime Membership page or to the <b>Membership &amp; Subscriptions</b> page (see row #2, below) or to their Account page (see row #3, below) from the <b>Account &amp; Lists</b> dropdown menu on the homepage menu bar on Amazon.ca.</p> <p>Customers could access the cancellation process by clicking “<b>Your Account</b>”, “<b>Your Prime Membership</b>”, or “<b>Membership &amp; Subscriptions</b>” from the <b>Account &amp; Lists</b> dropdown menu on the homepage.</p> | <p><i>Amazon.ca Account &amp; Lists dropdown menu</i></p>  |



|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                               |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #2 | <p>The <b>Membership &amp; Subscriptions</b> page (accessible from the <b>Account &amp; Lists</b> dropdown menu on the homepage) had a “<b>Cancel Subscription</b>” button on the right-hand side.</p> <p>Clicking on this button took the customer into the cancellation process, described in rows #4-5 below.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <p><i>The Memberships &amp; Subscriptions page on Amazon.ca</i></p>                                                                                                                                                        |
| #3 | <p>If a customer navigated from the <b>Accounts &amp; Lists</b> dropdown menu (in row #1, above) to the <b>Your Account</b> page, they were presented with a variety of account settings. Clicking the “<b>Prime</b>” box in the top right corner of this page directed customers to the <b>Prime Membership</b> page.</p> <p>Customers may also have navigated directly to the <b>Prime Membership</b> page from the <b>Accounts &amp; Lists</b> dropdown menu (in row #1, above) by clicking on <b>Your Prime Membership</b>.</p> <p>At the top right of the <b>Prime Membership</b> page is a <b>Manage Membership</b> dropdown menu with three options.</p> <ol style="list-style-type: none"><li>Customers could set a reminder to be notified three days before their next payment date—or their first payment date if they were on a free trial.</li><li>Customers could opt to pause their membership benefits and subscription payments, and payments would only resume if and when the customer decided to do so.</li><li>Customers could end their membership and benefits. Clicking the “<b>End Membership</b>” option took the customer into the <b>Cancellation Process</b>, described in rows #4-5 below.</li></ol> | <p><i>Your Account page on Amazon.ca</i></p>  <p><i>Prime Membership page on Amazon.ca with Manage Membership dropdown menu</i></p>  |



|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                 |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #4 | <p><b>Cancellation process for annual plan:</b> Customers with an annual plan were directed to a page showing the number of days remaining in their billing cycle and reminding them about the services that they would no longer benefit from without Prime. At the bottom of the page were three buttons: “End My Benefits” (yellow), “Use your benefits today” (blue), and “Keep My Benefits” (yellow).</p> <p>Clicking on “End My Benefits” took customers with an annual plan to a final page that read “[NAME], we’re sorry to see you go” with four yellow buttons: “Keep My Membership”, “Pause on [Renewal Date]”, “End on [Renewal Date]”, and “End Now”, which reimburses the customer pro-rata for the remaining period of their membership. Clicking on “End Now” or “End on [Renewal Date]” completes the cancellation.</p>                                                                                                                                                                                                                               | <p>Amazon.ca <i>Cancellation Process (customers with annual plans)</i></p>   |
| #5 | <p><b>Cancellation process for monthly plan:</b> Customers with a <u>monthly plan</u> or a <u>free trial</u> are directed to a nearly identical page, showing the number of days remaining in their billing cycle (or the free trial) and reminding them about the services that they would no longer benefit from without Prime. At the bottom of the page are four buttons: “Remind Me Later” (yellow, against a blue background), “End My Benefits” (yellow), “Use your benefits today” (blue), and “Keep My Benefits” (yellow).</p> <p>Clicking on “End My Benefits” took customers with a monthly plan or free trial to a final page that read “[NAME], we’re sorry to see you go” with five yellow buttons: “Remind Me Later”, “Keep My Membership”, “Pause on [Renewal Date]”, “End on [Renewal Date]”, and “End Now”, which reimburses the customer pro-rata for the remaining period of their membership (provided they are on a paid monthly plan rather than a free trial). Clicking on “End Now” or “End on [Renewal Date]” completes the cancellation.</p> | <p>Amazon.ca <i>Cancellation Process (customers with annual plans)</i></p>  |



.ca

All ▾

Search Amazon.ca

EN ▾

Hello,   
Account & Lists ▾Returns  
& Orders

0

All Rufus Back to School Off to University Customer Service Prime ▾ Audible The Terminal List: Dark Wolf - Watch now

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Customer Service Home Digital Services and Device Support

## Welcome to Amazon Customer Service,

What would you like help with today? You can quickly take care of most things here, or connect with us when needed.



A delivery, order or return



Prime membership and subscriptions



Payments, charges or gift cards



Login and security, addresses and data privacy



Memberships, subscriptions or communications



Report something suspicious



Kindle, Alexa Or Other Amazon Devices



Prime Video, Amazon Music, Kindle Apps



Luna, Games & Software, Amazon Games, Prime Gaming



Accessible support for customers with disabilities



Something else

## Search our help library

Q Type something like, "question about a charge"

## All help topics

### Recommended Topics

### Where's my stuff

### Shipping and Delivery

### Amazon Prime

### Returns and Refunds

### Managing Your Account

### Security and Privacy

### Payment, Pricing and Promotions

### Devices & Digital Solutions

### Amazon Business Accounts

### Large Items and Heavy/Bulky Services

### Identify & Report Scams

### Other Topics & Help Sites

#### Amazon Prime benefits

Amazon Prime Benefits, Shipping Benefits, Amazon Photos & Amazon Drive, Amazon Music.

#### Amazon Prime Terms and Conditions

Amazon Prime Terms. Welcome to the terms and conditions ("Terms") for Amazon.

#### End Your Amazon Prime Membership

You can end your Prime membership by selecting the **End Membership** button on this page.

#### Amazon Prime

As an Amazon Prime member, you receive many shipping, shopping, streaming, reading, and other benefits.

#### The Amazon Prime Membership Fee

When your free trial or membership period ends we will automatically charge for the next membership period.

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Make Money with Us

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- Supply to Amazon
- Become an Affiliate
- Protect & Build Your Brand
- Sell on Amazon Handmade
- Advertise Your Products
- Independently Publish with Us
- Host an Amazon Hub

Amazon Payment Products

- Amazon.ca Rewards Mastercard
- Shop with Points
- Reload Your Balance
- Amazon Currency Converter
- Gift Cards
- Amazon Cash

Let Us Help You

- Shipping Rates & Policies
- Amazon Prime
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- Manage your Content and Devices
- Recalls and Product Safety Alerts
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- Customer Service

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Canada

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Stream millions of songs

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Scalable Cloud Computing Services

Amazon Resale  
Great Deals on Quality Used Products

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Find, attract and engage customers

Goodreads  
Book reviews & recommendations

Whole Foods Market  
We Believe in Real Food

Amazon Business  
Everything for your business

IMDb  
Movies, TV & Celebrities

Amazon Renewed  
Like-new products you can trust

AbeBooks  
Books, art & collectables

Amazon Photos  
Unlimited Photo Storage Free With Prime

Blink  
Smart Security for Every Home

Amazon Drive  
Cloud storage from Amazon

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# Help and customer service

◀ All help topics

## Amazon Prime

- Amazon Prime Benefits
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## Quick solutions

-  **Your orders**  
Track or cancel orders
-  **Returns & Refunds**  
Exchange or return items
-  **Manage Prime**  
Cancel or view benefits
-  **Payment settings**  
Add or edit payment methods
-  **Carrier Info**  
Shipping carrier information
-  **Account settings**  
Change email or password

## Find more solutions

[Shipping and Delivery](#) › [Amazon Prime](#) ›

# End your Amazon Prime Membership

When you sign up for Amazon Prime, your membership is set to automatically renew each year. You can turn off this automatic renewal at any time.

Paid members who don't use their benefits are eligible for a full refund of the current membership period. This refund will be processed in three to five business days.

End Membership

**Note:** At the end of the free trial period, you will automatically upgrade to a paid membership.

To turn off the automatic renewal or upgrade:

- Go to [Manage Prime Membership](#).
- Review the renewal date:
  - If you have an Amazon Prime free trial, select **Do Not Continue**.
  - If you have a paid Amazon Prime membership, select **End Membership**.**Note:** Customers who sign up for Amazon Prime using the Android mobile shopping app or Prime Video Android app must manage their subscription through Google Subscription services.

## Subscriptions

Subscriptions on Prime Video, like Paramount+, will remain once your Prime membership ends.

For more information, review your [Memberships and Subscriptions](#).

Was this information helpful?

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## Quick solutions

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Track or cancel orders
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Returns & Refunds  
Exchange or return items
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Manage Prime  
Cancel or view benefits
- 

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Add or edit payment methods
- 

Carrier Info  
Shipping carrier information
- 

Account settings  
Change email or password

## Find more solutions

Shipping and Delivery › Amazon Prime ›

# Amazon Prime Terms

Last updated September 12, 2025

Welcome to the terms and conditions (“**Terms**”) for Amazon Prime. These Terms are between you and Amazon.com.ca ULC. (“**Amazon.ca**” or “**us**”) and govern our respective rights and obligations. Please note that your use of the Amazon.ca website and Prime membership are also governed by the agreements listed and linked to below, as well as all other applicable terms, conditions, limitations, and requirements on the Amazon.ca website, all of which (as changed over time) are incorporated into these Terms. If you sign up for a Prime membership, you accept these terms, conditions, limitations and requirements.

- [Conditions of use](#)
- [Privacy Notice](#)
- [Amazon Cloud Drive Terms of Use](#)
- [Amazon Video Terms of Use](#)
- [Amazon Music Terms of Use](#)
- [Kindle Store Terms of Use](#)

## Membership Cancellation

You may cancel your Prime membership any time by visiting Your Account and adjusting your membership settings. If you cancel within 14 days of signing up for or converting from a free trial to a paid membership, we will refund your full membership fee; provided that we may charge you (or withhold from your refund) the value of Prime benefits used by you and your account during this 14 day period. If you cancel at any other time, we will refund your full membership fee only if you and your account did not make any eligible purchases or take advantage of Prime benefits since your latest Prime membership charge. Prime memberships redeemed through a Prime gift code or promotional code are not refundable.

## Shipping Benefits and Eligible Purchases

Prime shipping benefits depend upon inventory availability, order deadlines, and in some cases the shipping address. They are limited to certain products sold by Amazon.ca (or third-party sellers participating in Prime) on the Amazon.ca website. Products eligible for Prime will be designated as such on their product pages. Some special product, order, handling fees, and/or taxes may still apply to eligible purchases. If only some items in your order are eligible for Prime, you will pay applicable shipping charges for the ineligible items. Changing or combining orders, or changing your shipping address, speed, or preferences might affect Prime eligibility. Certain purchases may only be entitled to Standard Shipping because of their size, weight, and other shipping characteristics. Delivery benefits and shipping speeds vary from item to item, and not all benefits and speeds are available in all areas. Unexpected service delays (including weather conditions, natural disasters and unforeseen events) can extend shipping timelines. Shipping speeds may also vary during peak sales seasons.

We may exclude products with special shipping characteristics at our discretion. The [Amazon Prime section](#) of our Help pages provides information about eligible items, shipping cost, shipping speed, and shipping destinations.

## Other Benefits

Click [here](#) for information about additional Prime benefits. Some Prime benefits may be provided by affiliates of Amazon.ca, for example Amazon Photos is provided by Amazon Digital Services, Inc.

## Other Limitations

- We reserve the right to accept or refuse membership in our discretion.
- We may send you email and other communications related to Prime and your Prime membership (regardless of any settings or preferences related to your Amazon account).
- You may not transfer or assign your Prime membership or any Prime benefits, including promotion codes for Prime memberships or benefits, except as allowed in these terms.
- Prime members are not permitted to purchase products for the purpose of resale, rental, or to ship to their customers or potential customers using Prime benefits.
- Some Prime benefits may require certain purchase thresholds, have quantity or shipping address limitations, or require members to meet specified criteria in order to access them.
- From time to time, Amazon may choose in its sole discretion to add or remove Prime membership benefits.

## Fees and Renewal

The membership fee for Prime is stated in the [Amazon Prime section](#) of our Help pages. For Prime Student fees and renewal information, see [applicable terms and conditions](#). From time to time, we may offer different membership terms, and the fees for such membership may vary. The Prime membership fee is non-refundable except as expressly set forth in these Terms. Taxes may apply on either or both of the membership fee and the reduced shipping charges for Prime.

If all eligible payment methods we have on file for you are declined for payment of your membership fee, you must provide us a new eligible payment method promptly or your membership will be cancelled. If you provide us with a new eligible payment method and are successfully charged, your new membership period will be based on the original renewal date and not the date of the successful charge.

UNLESS YOU NOTIFY US BEFORE A CHARGE THAT YOU WANT TO CANCEL OR DO NOT WANT TO AUTO RENEW, YOU UNDERSTAND YOUR PRIME MEMBERSHIP WILL AUTOMATICALLY CONTINUE AND YOU AUTHORIZE US (WITHOUT NOTICE TO YOU, UNLESS REQUIRED BY APPLICABLE LAW) TO COLLECT THE THEN-APPLICABLE MEMBERSHIP FEE AND ANY TAXES, USING ANY ELIGIBLE PAYMENT METHOD WE HAVE ON RECORD FOR YOU.

## Promotional Trial Memberships

We sometimes offer certain customers various trial or other promotional memberships, which are subject to these Terms except as otherwise stated in the promotional offers. Trial members may at any time (through Your Account) choose not to continue to paid membership at the end of the trial period.

## Agreement Changes

We may in our discretion change these Terms, Amazon.ca's Conditions of Use and Privacy Notice, or any aspect of Prime membership, at any time by posting the revised terms on the Amazon.ca website. If required by applicable law (including applicable Quebec law), we will give you notice of the change in writing, at least 30 days before the effective date. For Quebec Residents only: If the change increases your obligations or reduces ours, you may refuse the change and cancel your membership without penalty within 30 days of the change coming into force. If any change to these terms is found invalid, void, or for any reason unenforceable, that change is severable and does not affect the validity and enforceability of any remaining changes or conditions. YOUR CONTINUED MEMBERSHIP AFTER WE CHANGE THESE TERMS CONSTITUTES YOUR ACCEPTANCE OF THE CHANGES. IF YOU DO NOT AGREE TO ANY CHANGES, YOU MUST CANCEL YOUR MEMBERSHIP.

## Termination by Us

We may terminate your Prime membership at our discretion without notice. If we do so, we will give you a prorated refund based on the number of full months remaining in your

membership. However, we will not give any refund for termination related to conduct that we determine, in our discretion, violates these Terms or any applicable law, involves fraud or misuse of the Prime membership, or is harmful to our interests or another user. Our failure to insist upon or enforce your strict compliance with these Terms will not constitute a waiver of any of our rights.

## Limitation of Liability

**THE LAWS OF CERTAIN JURISDICTIONS, INCLUDING QUEBEC'S CONSUMER PROTECTION ACT, DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY OR OF CERTAIN DAMAGES. IF THESE LAWS APPLY TO YOU, SOME OR ALL OF THE BELOW EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU, AND YOU MIGHT HAVE ADDITIONAL RIGHTS.**

IN ADDITION TO OTHER LIMITATIONS AND EXCLUSIONS IN AMAZON.CA'S [CONDITIONS OF USE](#), OUR TOTAL LIABILITY, WHETHER IN CONTRACT, WARRANTY, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, WILL NOT EXCEED THE LAST MEMBERSHIP FEE YOU PAID. THIS LIMITATION OF LIABILITY WILL APPLY TO THE FULLEST EXTENT PERMITTED BY LAW AND WILL SURVIVE CANCELLATION OR TERMINATION OF YOUR PRIME MEMBERSHIP.

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Like-new products you can trust

AbeBooks  
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| effective_start_day_local | effective_end_day_local | plan_name             | payment_offer_type | membership_subscription_status | auto_renew_state_cd |
|---------------------------|-------------------------|-----------------------|--------------------|--------------------------------|---------------------|
| 2023-12-11                | 2024-01-09              | CA Monthly Free trial | TRIAL              | ACTIVE                         | Y                   |
| 2024-01-10                | 2024-02-09              | CA Prime Monthly      | PAID               | ACTIVE                         | Y                   |
| 2024-02-10                | 2024-03-09              | CA Prime Monthly      | PAID               | ACTIVE                         | Y                   |
| 2024-03-10                | 2024-04-09              | CA Prime Monthly      | PAID               | ACTIVE                         | Y                   |
| 2024-04-10                | 2024-05-09              | CA Prime Monthly      | PAID               | ACTIVE                         | Y                   |
| 2024-05-10                | 2024-06-09              | CA Prime Monthly      | PAID               | ACTIVE                         | Y                   |
| 2024-06-10                | 2024-07-09              | CA Prime Monthly      | PAID               | ACTIVE                         | Y                   |
| 2024-07-10                | 2024-08-09              | CA Prime Monthly      | PAID               | ACTIVE                         | Y                   |
| 2024-08-10                | 2024-09-09              | CA Prime Monthly      | PAID               | ACTIVE                         | Y                   |
| 2024-09-10                | 2024-10-09              | CA Prime Monthly      | PAID               | ACTIVE                         | Y                   |
| 2024-10-10                | 2024-11-09              | CA Prime Monthly      | PAID               | ACTIVE                         | Y                   |
| 2024-11-10                | 2024-12-09              | CA Prime Monthly      | PAID               | ACTIVE                         | Y                   |
| 2024-12-10                | 2025-01-09              | CA Prime Monthly      | PAID               | ACTIVE                         | Y                   |
| 2025-01-10                | 2025-02-09              | CA Prime Monthly      | PAID               | ACTIVE                         | Y                   |
| 2025-02-10                | 2025-03-09              | CA Prime Monthly      | PAID               | ACTIVE                         | Y                   |
| 2025-03-10                | 2025-04-09              | CA Prime Monthly      | PAID               | ACTIVE                         | Y                   |
| 2025-04-10                | 2025-05-09              | CA Prime Monthly      | PAID               | ACTIVE                         | Y                   |
| 2025-05-10                | 2025-06-09              | CA Prime Monthly      | PAID               | ACTIVE                         | Y                   |
| 2025-06-10                | 2025-07-09              | CA Prime Monthly      | PAID               | ACTIVE                         | Y                   |

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| 765e818744b999e9049a69541f2b0e86 | 2024-12-07 00:00:00. | PRIME      | FBA        | 3-5 Day         | 1           | 1              |
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| 765e818744b999e9049a69541f2b0e86 | 2025-02-15 00:00:00. | PRIME      | FBA        | 3-5 Day         | 1           | 1              |
| 765e818744b999e9049a69541f2b0e86 | 2025-03-21 00:00:00. | PRIME      | FBA        | 3-5 Day         | 1           | 1              |
| 765e818744b999e9049a69541f2b0e86 | 2025-04-03 00:00:00. | PRIME      | FBA        | 1-Day           | 1           | 1              |
| 765e818744b999e9049a69541f2b0e86 | 2025-04-07 00:00:00. | PRIME      | RETAIL     | 3-5 Day         | 1           | 1              |
| 765e818744b999e9049a69541f2b0e86 | 2025-04-16 00:00:00. | NON-PRIME  | MFN        | 10+ Days        | 1           | 1              |
| 765e818744b999e9049a69541f2b0e86 | 2025-05-03 00:00:00. | PRIME      | FBA        | 10+ Days        | 1           | 1              |
| 765e818744b999e9049a69541f2b0e86 | 2025-05-04 00:00:00. | PRIME      | FBA        | 3-5 Day         | 1           | 1              |

| effective_start_day_local | effective_end_day_local | plan_name                                          | payment_offer_type | membership_subscription_status | auto_renew_state_cd |
|---------------------------|-------------------------|----------------------------------------------------|--------------------|--------------------------------|---------------------|
| 2020-04-16                | 2020-04-16              | Free Trial plan for Monthly Student                | TRIAL              | ACTIVE                         | Y                   |
| 2020-04-17                | 2020-10-15              | Free Trial plan for Monthly Student                | TRIAL              | ACTIVE                         | Y                   |
| 2020-10-16                | 2020-11-15              | Monthly paid plan for Student CA                   | PAID               | ACTIVE                         | Y                   |
| 2020-11-16                | 2020-12-15              | Monthly paid plan for Student CA                   | PAID               | ACTIVE                         | Y                   |
| 2020-12-16                | 2021-01-15              | Monthly paid plan for Student CA                   | PAID               | ACTIVE                         | Y                   |
| 2021-01-16                | 2021-02-15              | Monthly paid plan for Student CA                   | PAID               | ACTIVE                         | Y                   |
| 2021-02-16                | 2021-03-15              | Monthly paid plan for Student CA                   | PAID               | ACTIVE                         | Y                   |
| 2021-03-16                | 2021-04-15              | Monthly paid plan for Student CA                   | PAID               | ACTIVE                         | Y                   |
| 2021-04-16                | 2021-05-15              | Monthly paid plan for Student CA                   | PAID               | ACTIVE                         | Y                   |
| 2021-05-16                | 2021-06-15              | Monthly paid plan for Student CA                   | PAID               | ACTIVE                         | Y                   |
| 2021-06-16                | 2021-07-15              | Monthly paid plan for Student CA                   | PAID               | ACTIVE                         | Y                   |
| 2021-07-16                | 2021-08-15              | Monthly paid plan for Student CA                   | PAID               | ACTIVE                         | Y                   |
| 2021-08-16                | 2021-09-15              | Monthly paid plan for Student CA                   | PAID               | ACTIVE                         | Y                   |
| 2021-09-16                | 2021-10-15              | Monthly paid plan for Student CA                   | PAID               | ACTIVE                         | Y                   |
| 2021-10-16                | 2021-11-15              | Monthly paid plan for Student CA                   | PAID               | ACTIVE                         | Y                   |
| 2021-11-16                | 2021-12-15              | Monthly paid plan for Student CA                   | PAID               | ACTIVE                         | Y                   |
| 2021-12-16                | 2022-01-15              | Monthly paid plan for Student CA                   | PAID               | ACTIVE                         | Y                   |
| 2022-01-16                | 2022-02-15              | Monthly paid plan for Student CA                   | PAID               | ACTIVE                         | Y                   |
| 2022-02-16                | 2022-03-15              | Monthly paid plan for Student CA                   | PAID               | ACTIVE                         | Y                   |
| 2022-03-16                | 2022-04-15              | Monthly paid plan for Student CA                   | PAID               | ACTIVE                         | Y                   |
| 2022-04-16                | 2022-05-15              | CA Prime Monthly                                   | PAID               | ACTIVE                         | Y                   |
| 2022-05-16                | 2022-06-15              | CA Prime Monthly                                   | PAID               | ACTIVE                         | Y                   |
| 2022-06-16                | 2022-07-15              | CA Prime Monthly                                   | PAID               | ACTIVE                         | Y                   |
| 2022-07-16                | 2022-08-15              | CA Prime Monthly                                   | PAID               | ACTIVE                         | Y                   |
| 2022-08-16                | 2022-09-15              | CA Prime Monthly                                   | PAID               | ACTIVE                         | Y                   |
| 2022-09-16                | 2022-10-15              | CA Prime Monthly                                   | PAID               | ACTIVE                         | Y                   |
| 2022-10-16                | 2022-10-17              | CA Prime Monthly                                   | PAID               | ACTIVE                         | Y                   |
| 2022-10-18                | 2023-01-15              | CA Prime Monthly                                   | PAID               | LAPSED                         | Y                   |
| 2023-01-16                | 2023-08-12              | CA Prime Monthly                                   | PAID               | FORMER_MEMBER                  | Y                   |
| 2023-08-13                | 2023-09-11              | Google IAB - CA 1 Month Free Trial to Monthly Paid | TRIAL              | ACTIVE                         | Y                   |
| 2023-09-12                | 2023-10-11              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2023-10-12                | 2023-11-11              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2023-11-12                | 2023-12-11              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2023-12-12                | 2024-01-11              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2024-01-12                | 2024-02-11              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2024-02-12                | 2024-03-11              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2024-03-12                | 2024-04-11              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2024-04-12                | 2024-05-11              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2024-05-12                | 2024-06-11              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2024-06-12                | 2024-07-11              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2024-07-12                | 2024-08-11              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2024-08-12                | 2024-09-11              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2024-09-12                | 2024-10-11              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2024-10-12                | 2024-11-11              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2024-11-12                | 2024-12-11              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2024-12-12                | 2025-01-11              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2025-01-12                | 2025-02-11              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2025-02-12                | 2025-03-11              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2025-03-12                | 2025-03-12              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2025-03-13                | 2025-03-13              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2025-03-14                | 2025-03-14              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2025-03-15                | 2025-03-15              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2025-03-16                | 2025-03-16              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2025-03-17                | 2025-03-17              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2025-03-18                | 2025-03-18              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2025-03-19                | 2025-03-20              | Google IAB - CA Monthly Paid Plan                  | PAID               | SUSPENDED                      | Y                   |
| 2025-03-21                | 2025-04-20              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2025-04-21                | 2025-04-21              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2025-04-22                | 2025-04-22              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2025-04-23                | 2025-04-23              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2025-04-24                | 2025-04-24              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2025-04-25                | 2025-04-25              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2025-04-26                | 2025-04-26              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2025-04-27                | 2025-04-27              | Google IAB - CA Monthly Paid Plan                  | PAID               | ACTIVE                         | Y                   |
| 2025-04-28                | 2025-05-27              | Google IAB - CA Monthly Paid Plan                  | PAID               | SUSPENDED                      | Y                   |
| 2025-05-28                | 2050-12-31              | Google IAB - CA Monthly Paid Plan                  | PAID               | LAPSED                         | Y                   |

| prime_customer_id_hashed         | usage_day_local            | usage_type | engagement_name | usage_count | usage_quantity |
|----------------------------------|----------------------------|------------|-----------------|-------------|----------------|
| a3640636d7ce3715e2566b75f6d0a153 | 2020-04-16 00:00:00. PRIME |            | AMAZON CHANNELS | 5           | 4,666.437      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-04-17 00:00:00. PRIME |            | AMAZON CHANNELS | 18          | 30,578.565     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-04-18 00:00:00. PRIME |            | AMAZON CHANNELS | 19          | 20,615.472     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-04-18 00:00:00. PRIME |            | PRIME VIDEO     | 2           | 22.610         |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-04-19 00:00:00. PRIME |            | AMAZON CHANNELS | 29          | 36,832.004     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-04-19 00:00:00. PRIME |            | PRIME VIDEO     | 1           | 28.281         |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-04-20 00:00:00. PRIME |            | AMAZON CHANNELS | 15          | 22,490.987     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-04-21 00:00:00. PRIME |            | AMAZON CHANNELS | 11          | 15,425.366     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-04-22 00:00:00. PRIME |            | AMAZON CHANNELS | 11          | 14,241.715     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-04-22 00:00:00. PRIME |            | PRIME VIDEO     | 5           | 10,418.748     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-04-23 00:00:00. PRIME |            | PRIME VIDEO     | 1           | 30.756         |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-04-23 00:00:00. PRIME |            | AMAZON CHANNELS | 5           | 6,571.595      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-04-25 00:00:00. PRIME |            | AMAZON CHANNELS | 12          | 18,008.785     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-04-26 00:00:00. PRIME |            | AMAZON CHANNELS | 5           | 7,567.691      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-04-27 00:00:00. PRIME |            | AMAZON CHANNELS | 4           | 7,449.453      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-04-28 00:00:00. PRIME |            | AMAZON CHANNELS | 6           | 9,442.504      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-04-29 00:00:00. PRIME |            | AMAZON CHANNELS | 5           | 7,267.620      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-04-29 00:00:00. PRIME |            | PRIME VIDEO     | 6           | 11,118.434     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-04-30 00:00:00. PRIME |            | PRIME VIDEO     | 5           | 10,474.865     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-04-30 00:00:00. PRIME |            | AMAZON CHANNELS | 6           | 10,664.835     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-01 00:00:00. PRIME |            | AMAZON CHANNELS | 7           | 12,354.259     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-01 00:00:00. PRIME |            | PRIME VIDEO     | 6           | 8,808.331      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-02 00:00:00. PRIME |            | AMAZON CHANNELS | 14          | 23,729.362     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-02 00:00:00. PRIME |            | PRIME VIDEO     | 2           | 4,754.010      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-03 00:00:00. PRIME |            | PRIME VIDEO     | 2           | 2,556.149      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-03 00:00:00. PRIME |            | AMAZON CHANNELS | 20          | 22,154.624     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-04 00:00:00. PRIME |            | PRIME VIDEO     | 4           | 5,125.802      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-04 00:00:00. PRIME |            | AMAZON CHANNELS | 4           | 8,733.491      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-05 00:00:00. PRIME |            | AMAZON CHANNELS | 3           | 3,188.405      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-06 00:00:00. PRIME |            | AMAZON CHANNELS | 3           | 3,907.044      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-07 00:00:00. PRIME |            | PRIME VIDEO     | 2           | 2,564.756      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-07 00:00:00. PRIME |            | AMAZON CHANNELS | 4           | 5,676.033      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-08 00:00:00. PRIME |            | PRIME VIDEO     | 3           | 5,116.157      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-08 00:00:00. PRIME |            | AMAZON CHANNELS | 6           | 7,711.810      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-09 00:00:00. PRIME |            | AMAZON CHANNELS | 9           | 11,124.772     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-09 00:00:00. PRIME |            | PRIME VIDEO     | 3           | 4,410.455      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-10 00:00:00. PRIME |            | AMAZON CHANNELS | 12          | 11,647.869     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-10 00:00:00. PRIME |            | PRIME VIDEO     | 5           | 10,559.987     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-11 00:00:00. PRIME |            | AMAZON CHANNELS | 2           | 6,801.710      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-11 00:00:00. PRIME |            | PRIME VIDEO     | 4           | 7,404.911      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-12 00:00:00. PRIME |            | AMAZON CHANNELS | 7           | 3,943.236      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-12 00:00:00. PRIME |            | PRIME VIDEO     | 1           | 1,161.329      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-13 00:00:00. PRIME |            | AMAZON CHANNELS | 1           | 421.707        |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-14 00:00:00. PRIME |            | AMAZON CHANNELS | 5           | 6,540.744      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-14 00:00:00. PRIME |            | PRIME VIDEO     | 5           | 7,524.680      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-15 00:00:00. PRIME |            | PRIME VIDEO     | 12          | 15,252.596     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-16 00:00:00. PRIME |            | PRIME VIDEO     | 5           | 8,073.876      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-16 00:00:00. PRIME |            | AMAZON CHANNELS | 6           | 5,434.942      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-17 00:00:00. PRIME |            | PRIME VIDEO     | 4           | 3,612.343      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-17 00:00:00. PRIME |            | AMAZON CHANNELS | 6           | 5,345.605      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-18 00:00:00. PRIME |            | AMAZON CHANNELS | 1           | 1,368.602      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-18 00:00:00. PRIME |            | PRIME VIDEO     | 3           | 4,803.394      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-19 00:00:00. PRIME |            | AMAZON CHANNELS | 3           | 2,135.338      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-20 00:00:00. PRIME |            | PRIME VIDEO     | 1           | 1,041.368      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-21 00:00:00. PRIME |            | PRIME VIDEO     | 3           | 1,077.966      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-22 00:00:00. PRIME |            | PRIME VIDEO     | 2           | 2,539.054      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-23 00:00:00. PRIME |            | AMAZON CHANNELS | 7           | 9,053.675      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-23 00:00:00. PRIME |            | PRIME VIDEO     | 1           | 948.215        |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-24 00:00:00. PRIME |            | PRIME VIDEO     | 4           | 2,577.233      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-27 00:00:00. PRIME |            | AMAZON CHANNELS | 4           | 4,585.658      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-30 00:00:00. PRIME |            | PRIME VIDEO     | 5           | 6,687.220      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-31 00:00:00. PRIME |            | AMAZON CHANNELS | 1           | 1,465.463      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-05-31 00:00:00. PRIME |            | PRIME VIDEO     | 10          | 10,396.311     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-02 00:00:00. PRIME |            | PRIME VIDEO     | 4           | 7,202.899      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-03 00:00:00. PRIME |            | PRIME VIDEO     | 3           | 2,887.737      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-04 00:00:00. PRIME |            | PRIME VIDEO     | 1           | 2,309.513      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-04 00:00:00. PRIME |            | AMAZON CHANNELS | 1           | 61.304         |

| prime_customer_id_hashed         | usage_day_local            | usage_type | engagement_name | usage_count | usage_quantity |
|----------------------------------|----------------------------|------------|-----------------|-------------|----------------|
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-05 00:00:00. PRIME |            | PRIME VIDEO     | 4           | 5,035.291      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-06 00:00:00. PRIME |            | PRIME VIDEO     | 11          | 16,952.978     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-06 00:00:00. PRIME |            | AMAZON CHANNELS | 1           | 1,455.699      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-07 00:00:00. PRIME |            | AMAZON CHANNELS | 1           | 1,363.931      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-10 00:00:00. PRIME |            | PRIME VIDEO     | 5           | 7,182.891      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-11 00:00:00. PRIME |            | PRIME VIDEO     | 7           | 9,344.929      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-12 00:00:00. PRIME |            | PRIME VIDEO     | 7           | 9,903.406      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-13 00:00:00. PRIME |            | PRIME VIDEO     | 4           | 12,794.421     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-14 00:00:00. PRIME |            | AMAZON CHANNELS | 6           | 6,384.102      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-15 00:00:00. PRIME |            | AMAZON CHANNELS | 4           | 5,009.829      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-16 00:00:00. PRIME |            | AMAZON CHANNELS | 3           | 975.361        |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-17 00:00:00. PRIME |            | AMAZON CHANNELS | 2           | 4,150.945      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-18 00:00:00. PRIME |            | AMAZON CHANNELS | 4           | 2,712.056      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-19 00:00:00. PRIME |            | AMAZON CHANNELS | 3           | 4,425.286      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-20 00:00:00. PRIME |            | PRIME VIDEO     | 6           | 10,036.037     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-20 00:00:00. PRIME |            | AMAZON CHANNELS | 2           | 2,290.225      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-21 00:00:00. PRIME |            | PRIME VIDEO     | 2           | 2,524.693      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-22 00:00:00. PRIME |            | PRIME VIDEO     | 5           | 7,560.801      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-23 00:00:00. PRIME |            | AMAZON CHANNELS | 6           | 10,293.459     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-25 00:00:00. PRIME |            | PRIME VIDEO     | 5           | 5,070.932      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-27 00:00:00. PRIME |            | AMAZON CHANNELS | 2           | 1,823.514      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-27 00:00:00. PRIME |            | PRIME VIDEO     | 2           | 2,546.022      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-06-30 00:00:00. PRIME |            | PRIME VIDEO     | 3           | 2,557.092      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-02 00:00:00. PRIME |            | PRIME VIDEO     | 14          | 29,437.403     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-02 00:00:00. PRIME |            | AMAZON CHANNELS | 3           | 4,170.635      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-03 00:00:00. PRIME |            | PRIME VIDEO     | 6           | 11,056.595     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-04 00:00:00. PRIME |            | PRIME VIDEO     | 7           | 8,801.361      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-05 00:00:00. PRIME |            | PRIME VIDEO     | 6           | 11,658.907     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-06 00:00:00. PRIME |            | PRIME VIDEO     | 7           | 11,691.609     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-07 00:00:00. PRIME |            | PRIME VIDEO     | 2           | 1,273.112      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-08 00:00:00. PRIME |            | PRIME VIDEO     | 5           | 7,495.398      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-10 00:00:00. PRIME |            | AMAZON CHANNELS | 4           | 6,048.257      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-11 00:00:00. PRIME |            | AMAZON CHANNELS | 2           | 5,814.954      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-11 00:00:00. PRIME |            | PRIME VIDEO     | 3           | 4,681.982      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-12 00:00:00. PRIME |            | PRIME VIDEO     | 8           | 17,512.793     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-12 00:00:00. PRIME |            | AMAZON CHANNELS | 5           | 11,544.177     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-13 00:00:00. PRIME |            | PRIME VIDEO     | 2           | 5,812.114      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-13 00:00:00. PRIME |            | AMAZON CHANNELS | 3           | 2,726.153      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-15 00:00:00. PRIME |            | PRIME VIDEO     | 2           | 2,573.394      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-16 00:00:00. PRIME |            | PRIME VIDEO     | 1           | 103.838        |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-17 00:00:00. PRIME |            | AMAZON CHANNELS | 2           | 7,649.556      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-18 00:00:00. PRIME |            | AMAZON CHANNELS | 2           | 690.517        |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-19 00:00:00. PRIME |            | AMAZON CHANNELS | 4           | 7,120.309      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-20 00:00:00. PRIME |            | PRIME VIDEO     | 3           | 4,944.627      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-23 00:00:00. PRIME |            | AMAZON CHANNELS | 2           | 11.456         |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-23 00:00:00. PRIME |            | PRIME VIDEO     | 4           | 5,467.666      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-24 00:00:00. PRIME |            | PRIME VIDEO     | 1           | 6,365.182      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-24 00:00:00. PRIME |            | AMAZON CHANNELS | 1           | 3,801.158      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-25 00:00:00. PRIME |            | AMAZON CHANNELS | 4           | 7,990.793      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-26 00:00:00. PRIME |            | AMAZON CHANNELS | 4           | 5,011.982      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-27 00:00:00. PRIME |            | AMAZON CHANNELS | 2           | 2,671.330      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-28 00:00:00. PRIME |            | 10+ Days        | 1           | 2.000          |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-29 00:00:00. PRIME |            | AMAZON CHANNELS | 1           | 144.812        |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-30 00:00:00. PRIME |            | AMAZON CHANNELS | 3           | 2,761.772      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-07-31 00:00:00. PRIME |            | AMAZON CHANNELS | 1           | 3,479.139      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-02 00:00:00. PRIME |            | AMAZON CHANNELS | 1           | 2,687.063      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-03 00:00:00. PRIME |            | AMAZON CHANNELS | 3           | 2,800.634      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-04 00:00:00. PRIME |            | AMAZON CHANNELS | 2           | 2,725.849      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-06 00:00:00. PRIME |            | AMAZON CHANNELS | 12          | 15,391.376     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-07 00:00:00. PRIME |            | AMAZON CHANNELS | 5           | 4,846.233      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-08 00:00:00. PRIME |            | AMAZON CHANNELS | 3           | 7,247.467      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-08 00:00:00. PRIME |            | PRIME MUSIC     | 1           | 2.000          |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-09 00:00:00. PRIME |            | AMAZON CHANNELS | 3           | 13,956.936     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-10 00:00:00. PRIME |            | PRIME MUSIC     | 7           | 7.000          |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-11 00:00:00. PRIME |            | AMAZON CHANNELS | 2           | 3,263.853      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-12 00:00:00. PRIME |            | AMAZON CHANNELS | 2           | 1,392.393      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-14 00:00:00. PRIME |            | PRIME VIDEO     | 3           | 7,531.581      |

| prime_customer_id_hashed         | usage_day_local            | usage_type | engagement_name | usage_count | usage_quantity |
|----------------------------------|----------------------------|------------|-----------------|-------------|----------------|
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-16 00:00:00. PRIME |            | PRIME VIDEO     | 3           | 7,610.487      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-18 00:00:00. PRIME |            | PRIME VIDEO     | 3           | 2,513.682      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-19 00:00:00. PRIME |            | AMAZON CHANNELS | 2           | 3,576.980      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-19 00:00:00. PRIME |            | PRIME VIDEO     | 8           | 11,100.273     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-20 00:00:00. PRIME |            | AMAZON CHANNELS | 2           | 4,229.302      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-20 00:00:00. PRIME |            | PRIME VIDEO     | 8           | 11,785.554     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-21 00:00:00. PRIME |            | PRIME VIDEO     | 4           | 7,936.554      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-22 00:00:00. PRIME |            | AMAZON CHANNELS | 7           | 10,264.961     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-23 00:00:00. PRIME |            | PRIME VIDEO     | 1           | 1.987          |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-23 00:00:00. PRIME |            | AMAZON CHANNELS | 6           | 6,654.931      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-24 00:00:00. PRIME |            | AMAZON CHANNELS | 4           | 6,728.885      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-25 00:00:00. PRIME |            | AMAZON CHANNELS | 1           | 1,024.731      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-25 00:00:00. PRIME |            | PRIME VIDEO     | 7           | 11,643.007     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-29 00:00:00. PRIME |            | AMAZON CHANNELS | 4           | 5,554.874      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-08-31 00:00:00. PRIME |            | AMAZON CHANNELS | 1           | 13,560.786     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-09-01 00:00:00. PRIME |            | AMAZON CHANNELS | 2           | 111.258        |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-09-02 00:00:00. PRIME |            | AMAZON CHANNELS | 2           | 2,618.321      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-09-03 00:00:00. PRIME |            | PRIME VIDEO     | 1           | 962.637        |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-09-03 00:00:00. PRIME |            | AMAZON CHANNELS | 2           | 1,444.776      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-09-05 00:00:00. PRIME |            | AMAZON CHANNELS | 1           | 2.165          |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-09-05 00:00:00. PRIME |            | AMAZON CHANNELS | 1           | 2,706.285      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-09-07 00:00:00. PRIME |            | PRIME VIDEO     | 3           | 3,020.889      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-09-08 00:00:00. PRIME |            | PRIME VIDEO     | 1           | 10.121         |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-09-09 00:00:00. PRIME |            | PRIME VIDEO     | 7           | 12,784.302     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-09-10 00:00:00. PRIME |            | AMAZON CHANNELS | 3           | 3,282.886      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-09-16 00:00:00. PRIME |            | PRIME VIDEO     | 26          | 18,019.368     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-09-17 00:00:00. PRIME |            | PRIME VIDEO     | 8           | 33.948         |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-10-01 00:00:00. PRIME |            | PRIME VIDEO     | 1           | 33.423         |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-10-07 00:00:00. PRIME |            | PRIME VIDEO     | 1           | 7.801          |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-10-26 00:00:00. PRIME |            | PRIME VIDEO     | 8           | 10,467.856     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-11-03 00:00:00. PRIME |            | PRIME VIDEO     | 3           | 4,985.314      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-11-19 00:00:00. PRIME |            | AMAZON CHANNELS | 2           | 3,897.093      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-11-19 00:00:00. PRIME |            | PRIME VIDEO     | 2           | 3,240.956      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-11-20 00:00:00. PRIME |            | PRIME MUSIC     | 19          | 1,385.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-11-20 00:00:00. PRIME |            | AMAZON CHANNELS | 3           | 7,033.800      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-11-21 00:00:00. PRIME |            | PRIME MUSIC     | 4           | 262.000        |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-11-22 00:00:00. PRIME |            | PRIME MUSIC     | 17          | 1,267.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-11-23 00:00:00. PRIME |            | PRIME MUSIC     | 15          | 799.000        |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-11-24 00:00:00. PRIME |            | PRIME MUSIC     | 88          | 7,693.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-11-26 00:00:00. PRIME |            | PRIME MUSIC     | 78          | 5,300.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-11-27 00:00:00. PRIME |            | PRIME MUSIC     | 70          | 5,792.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-11-29 00:00:00. PRIME |            | PRIME MUSIC     | 13          | 1,110.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-11-30 00:00:00. PRIME |            | 6-10 Days       | 1           | 1.000          |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-11-30 00:00:00. PRIME |            | PRIME MUSIC     | 42          | 2,494.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-12-01 00:00:00. PRIME |            | PRIME MUSIC     | 246         | 24,712.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-12-02 00:00:00. PRIME |            | PRIME MUSIC     | 8           | 638.000        |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-12-03 00:00:00. PRIME |            | PRIME MUSIC     | 77          | 6,634.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-12-06 00:00:00. PRIME |            | PRIME MUSIC     | 7           | 1,457.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-12-08 00:00:00. PRIME |            | PRIME MUSIC     | 68          | 5,499.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-12-09 00:00:00. PRIME |            | PRIME MUSIC     | 88          | 1,307.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-12-10 00:00:00. PRIME |            | PRIME MUSIC     | 84          | 9,066.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-12-11 00:00:00. PRIME |            | PRIME MUSIC     | 86          | 8,237.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-12-13 00:00:00. PRIME |            | PRIME MUSIC     | 67          | 7,518.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-12-17 00:00:00. PRIME |            | PRIME MUSIC     | 50          | 5,644.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-12-18 00:00:00. PRIME |            | PRIME MUSIC     | 26          | 3,104.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-12-19 00:00:00. PRIME |            | PRIME MUSIC     | 64          | 5,283.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-12-20 00:00:00. PRIME |            | PRIME MUSIC     | 18          | 1,978.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-12-21 00:00:00. PRIME |            | PRIME MUSIC     | 45          | 3,998.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-12-22 00:00:00. PRIME |            | PRIME MUSIC     | 48          | 4,623.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-12-23 00:00:00. PRIME |            | PRIME MUSIC     | 39          | 5,152.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-12-24 00:00:00. PRIME |            | PRIME MUSIC     | 21          | 2,472.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-12-25 00:00:00. PRIME |            | PRIME VIDEO     | 1           | 5,551.427      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-12-27 00:00:00. PRIME |            | PRIME MUSIC     | 40          | 2,148.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-12-27 00:00:00. PRIME |            | PRIME VIDEO     | 1           | 7,509.064      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-12-28 00:00:00. PRIME |            | PRIME MUSIC     | 123         | 9,497.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2020-12-30 00:00:00. PRIME |            | PRIME MUSIC     | 36          | 4,371.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-01 00:00:00. PRIME |            | PRIME MUSIC     | 57          | 4,246.000      |

| prime_customer_id_hashed         | usage_day_local            | usage_type | engagement_name         | usage_count | usage_quantity |
|----------------------------------|----------------------------|------------|-------------------------|-------------|----------------|
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-02 00:00:00. PRIME |            | PRIME MUSIC             | 8           | 685.000        |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-05 00:00:00. PRIME |            | PRIME MUSIC             | 102         | 5,873.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-06 00:00:00. PRIME |            | PRIME MUSIC             | 118         | 8,555.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-07 00:00:00. PRIME |            | PRIME MUSIC             | 5           | 700.000        |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-09 00:00:00. PRIME |            | PRIME MUSIC             | 16          | 1,519.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-11 00:00:00. PRIME |            | PRIME MUSIC             | 18          | 1,713.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-12 00:00:00. PRIME |            | 6-10 Days               | 1           | 2.000          |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-12 00:00:00. PRIME |            | VARIA DISCOUNTED ORDERS | 1           | 1.000          |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-12 00:00:00. PRIME |            | PRIME VIDEO             | 2           | 205.809        |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-12 00:00:00. PRIME |            | 6-10 Days               | 1           | 3.000          |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-12 00:00:00. PRIME |            | PRIME MUSIC             | 28          | 1,144.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-18 00:00:00. PRIME |            | PRIME MUSIC             | 28          | 1,972.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-19 00:00:00. PRIME |            | PRIME MUSIC             | 26          | 2,306.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-20 00:00:00. PRIME |            | PRIME MUSIC             | 34          | 3,072.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-21 00:00:00. PRIME |            | PRIME MUSIC             | 206         | 14,024.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-22 00:00:00. PRIME |            | PRIME MUSIC             | 8           | 440.000        |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-23 00:00:00. PRIME |            | AMAZON CHANNELS         | 1           | 2,504.786      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-25 00:00:00. PRIME |            | PRIME MUSIC             | 40          | 2,569.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-25 00:00:00. PRIME |            | AMAZON CHANNELS         | 1           | 1,538.256      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-26 00:00:00. PRIME |            | PRIME MUSIC             | 34          | 4,108.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-27 00:00:00. PRIME |            | PRIME MUSIC             | 23          | 2,171.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-28 00:00:00. PRIME |            | PRIME MUSIC             | 13          | 1,643.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-01-29 00:00:00. PRIME |            | PRIME MUSIC             | 33          | 4,111.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-01 00:00:00. PRIME |            | PRIME MUSIC             | 10          | 1,141.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-02 00:00:00. PRIME |            | AMAZON CHANNELS         | 1           | 1,470.254      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-02 00:00:00. PRIME |            | PRIME MUSIC             | 56          | 1,660.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-04 00:00:00. PRIME |            | PRIME MUSIC             | 57          | 4,058.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-04 00:00:00. PRIME |            | AMAZON CHANNELS         | 1           | 276.002        |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-05 00:00:00. PRIME |            | PRIME MUSIC             | 76          | 7,059.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-08 00:00:00. PRIME |            | PRIME MUSIC             | 25          | 2,668.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-09 00:00:00. PRIME |            | PRIME MUSIC             | 4           | 546.000        |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-12 00:00:00. PRIME |            | PRIME MUSIC             | 14          | 1,193.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-15 00:00:00. PRIME |            | PRIME MUSIC             | 48          | 5,107.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-16 00:00:00. PRIME |            | PRIME MUSIC             | 45          | 3,649.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-18 00:00:00. PRIME |            | PRIME MUSIC             | 39          | 3,108.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-18 00:00:00. PRIME |            | AMAZON CHANNELS         | 3           | 151.020        |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-19 00:00:00. PRIME |            | PRIME MUSIC             | 32          | 2,605.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-21 00:00:00. PRIME |            | PRIME MUSIC             | 51          | 3,761.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-22 00:00:00. PRIME |            | PRIME MUSIC             | 127         | 5,910.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-23 00:00:00. PRIME |            | PRIME MUSIC             | 170         | 3,722.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-24 00:00:00. PRIME |            | PRIME MUSIC             | 153         | 3,983.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-25 00:00:00. PRIME |            | PRIME MUSIC             | 31          | 1,954.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-25 00:00:00. PRIME |            | PRIME VIDEO             | 2           | 5,994.828      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-26 00:00:00. PRIME |            | PRIME MUSIC             | 67          | 4,703.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-26 00:00:00. PRIME |            | PRIME VIDEO             | 4           | 13,491.777     |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-27 00:00:00. PRIME |            | PRIME VIDEO             | 1           | 70.630         |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-02-28 00:00:00. PRIME |            | PRIME MUSIC             | 19          | 1,213.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-03-01 00:00:00. PRIME |            | PRIME MUSIC             | 15          | 1,828.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-03-01 00:00:00. PRIME |            | AMAZON CHANNELS         | 1           | 3.395          |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-03-02 00:00:00. PRIME |            | PRIME MUSIC             | 19          | 1,648.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-03-03 00:00:00. PRIME |            | PRIME MUSIC             | 10          | 1,236.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-03-04 00:00:00. PRIME |            | PRIME MUSIC             | 104         | 3,108.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-03-05 00:00:00. PRIME |            | PRIME MUSIC             | 41          | 4,238.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-03-06 00:00:00. PRIME |            | PRIME VIDEO             | 1           | 10.869         |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-03-07 00:00:00. PRIME |            | PRIME VIDEO             | 1           | 5,804.561      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-03-08 00:00:00. PRIME |            | PRIME MUSIC             | 101         | 7,127.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-03-09 00:00:00. PRIME |            | PRIME MUSIC             | 53          | 3,793.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-03-11 00:00:00. PRIME |            | PRIME MUSIC             | 82          | 6,365.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-03-13 00:00:00. PRIME |            | PRIME MUSIC             | 91          | 2,821.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-03-15 00:00:00. PRIME |            | PRIME MUSIC             | 0           | 0.000          |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-03-16 00:00:00. PRIME |            | PRIME MUSIC             | 16          | 743.000        |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-03-17 00:00:00. PRIME |            | PRIME MUSIC             | 2           | 209.000        |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-03-18 00:00:00. PRIME |            | PRIME VIDEO             | 1           | 50.023         |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-03-21 00:00:00. PRIME |            | PRIME VIDEO             | 1           | 5,407.619      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-03-22 00:00:00. PRIME |            | PRIME MUSIC             | 29          | 2,447.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-04-04 00:00:00. PRIME |            | AMAZON CHANNELS         | 5           | 14,639.955     |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-04-05 00:00:00. PRIME |            | AMAZON CHANNELS         | 3           | 33.738         |



| prime_customer_id_hashed         | usage_day_local            | usage_type | engagement_name              | usage_count | usage_quantity    |
|----------------------------------|----------------------------|------------|------------------------------|-------------|-------------------|
| a3640636d7ce3715e2566b75f6d0a153 | 2021-04-07 00:00:00. PRIME |            | AMAZON CHANNELS              | 1           | 3,983.627         |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-04-08 00:00:00. PRIME |            | AMAZON CHANNELS              | 4           | 17,328.080        |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-04-18 00:00:00. PRIME |            | 6-10 Days                    | 1           | 1.000             |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-04-18 00:00:00. PRIME |            | 3-5 Day                      | 1           | 2.000             |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-06-14 00:00:00. PRIME |            | PRIME VIDEO                  | 2           | 3,396.324         |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-07-16 00:00:00. PRIME |            | PRIME VIDEO                  | 1           | 1,141.544         |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-07-21 00:00:00. PRIME |            | PRIME VIDEO                  | 1           | 1,122.921         |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-07-22 00:00:00. PRIME |            | PRIME VIDEO                  | 1           | 35.638            |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-07-23 00:00:00. PRIME |            | PRIME VIDEO                  | 1           | 1,048.610         |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-08-03 00:00:00. PRIME |            | PRIME VIDEO                  | 10          | 6,656.334         |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-08-03 00:00:00. PRIME |            | AMAZON CHANNELS              | 1           | 53.913            |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-08-07 00:00:00. PRIME |            | PRIME VIDEO                  | 4           | 3,981.636         |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-08-08 00:00:00. PRIME |            | PRIME VIDEO                  | 2           | 1,956.225         |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-08-08 00:00:00. PRIME |            | PRIME VIDEO                  | 1           | 1,008.388         |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-08-09 00:00:00. PRIME |            | PRIME VIDEO                  | 2           | 752.888           |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-08-09 00:00:00. PRIME |            | PRIME VIDEO                  | 9           | 15,638.477        |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-08-10 00:00:00. PRIME |            | PRIME VIDEO                  | 1           | 1.254             |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-09-03 00:00:00. PRIME |            | AMAZON CHANNELS              | 1           | 1,289.778         |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-09-04 00:00:00. PRIME |            | PRIME VIDEO                  | 3           | 338.453           |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-09-04 00:00:00. PRIME |            | AMAZON CHANNELS              | 5           | 3,868.674         |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-09-05 00:00:00. PRIME |            | AMAZON CHANNELS              | 8           | 8,164.413         |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-12-05 00:00:00. PRIME |            | 10+ Days                     | 1           | 2.000             |
| a3640636d7ce3715e2566b75f6d0a153 | 2021-12-25 00:00:00. PRIME |            | AMAZON CHANNELS              | 5           | 970.643           |
| a3640636d7ce3715e2566b75f6d0a153 | 2022-04-20 00:00:00. PRIME |            | PRIME MUSIC                  | 6           | 27.000            |
| a3640636d7ce3715e2566b75f6d0a153 | 2022-05-14 00:00:00. PRIME |            | PRIME VIDEO                  | 3           | 2,513.341         |
| a3640636d7ce3715e2566b75f6d0a153 | 2022-05-16 00:00:00. PRIME |            | PRIME VIDEO                  | 1           | 5.391             |
| a3640636d7ce3715e2566b75f6d0a153 | 2022-07-22 00:00:00. PRIME |            | AMAZON CHANNELS              | 1           | 1.097             |
| a3640636d7ce3715e2566b75f6d0a153 | 2022-07-26 00:00:00. PRIME |            | TWITCH CHANNEL SUBSCRIPTIONS | 1           | 1.000             |
| a3640636d7ce3715e2566b75f6d0a153 | 2022-08-01 00:00:00. PRIME |            | PRIME VIDEO                  | 2           | 3,217.274         |
| a3640636d7ce3715e2566b75f6d0a153 | 2023-08-13 00:00:00. PRIME |            | 3-5 Day                      | 1           | 2.000             |
| a3640636d7ce3715e2566b75f6d0a153 | 2023-08-13 00:00:00. PRIME |            | 10+ Days                     | 1           | 1.000             |
| a3640636d7ce3715e2566b75f6d0a153 | 2023-08-23 00:00:00. PRIME |            | 3-5 Day                      | 1           | 2.000             |
| a3640636d7ce3715e2566b75f6d0a153 | 2023-09-19 00:00:00. PRIME |            | 3-5 Day                      | 1           | 1.000             |
| a3640636d7ce3715e2566b75f6d0a153 | 2023-10-04 00:00:00. PRIME |            | 3-5 Day                      | 1           | 1.000             |
| a3640636d7ce3715e2566b75f6d0a153 | 2023-11-04 00:00:00. PRIME |            | PRIME VIDEO                  | 1           | 281.532           |
| a3640636d7ce3715e2566b75f6d0a153 | 2023-11-09 00:00:00. PRIME |            | PRIME VIDEO                  | 1           | 3.199             |
| a3640636d7ce3715e2566b75f6d0a153 | 2023-12-26 00:00:00. PRIME |            | PRIME VIDEO                  | 6           | 11,853.256        |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-01-01 00:00:00. PRIME |            | PRIME VIDEO                  | 12          | 17,219.440        |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-01-02 00:00:00. PRIME |            | PRIME VIDEO                  | 1           | 46.056            |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-01-05 00:00:00. PRIME |            | PRIME VIDEO                  | 3           | 1,955.735         |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-01-19 00:00:00. PRIME |            | PRIME VIDEO                  | 4           | 847.991           |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-01-24 00:00:00. PRIME |            | PRIME VIDEO                  | 1           | 21.899            |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-01-27 00:00:00. PRIME |            | PRIME VIDEO                  | 2           | 4,187.788         |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-02-17 00:00:00. PRIME |            | PRIME VIDEO                  | 1           | 4,180.869         |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-02-20 00:00:00. PRIME |            | PRIME VIDEO                  | 5           | 6,193.680         |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-03-03 00:00:00. PRIME |            | Same-Day                     | 1           | 1.000             |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-03-03 00:00:00. PRIME |            | 1-Day                        | 1           | 3.000             |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-03-13 00:00:00. PRIME |            | PRIME VIDEO                  | 1           | 827.453           |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-03-17 00:00:00. PRIME |            | 2-Day                        | 1           | 1.000             |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-03-17 00:00:00. PRIME |            | 3-5 Day                      | 1           | 1.000             |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-03-17 00:00:00. PRIME |            | 2-Day                        | 1           | 5.000             |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-03-25 00:00:00. PRIME |            | 1-Day                        | 1           | 1.000             |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-04-04 00:00:00. PRIME |            | PRIME VIDEO                  | 1           | 1,499.673         |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-04-12 00:00:00. PRIME |            | PRIME VIDEO                  | 1           | 37.553            |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-05-02 00:00:00. PRIME |            | PRIME VIDEO                  | 20          | 35,510.397        |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-05-03 00:00:00. PRIME |            | PRIME VIDEO                  | 10          | 16,949.370        |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-05-04 00:00:00. PRIME |            | PRIME VIDEO                  | 9           | 20,358.761        |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-05-13 00:00:00. PRIME |            | PRIME VIDEO                  | 1           | 343.951           |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-06-26 00:00:00. PRIME |            | 2-Day                        | 1           | 1.000             |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-07-11 00:00:00. PRIME |            | 1-Day                        | 1           | 1.000             |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-07-11 00:00:00. PRIME |            | 1-Day                        | 2           | 4.000             |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-07-17 00:00:00. PRIME |            | 2-Day                        | 1           | 1.000             |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-07-17 00:00:00. PRIME |            | Same-Day                     | 1           | 1.000             |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-07-21 00:00:00. PRIME |            | 1-Day                        | 1           | 4.000             |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-07-21 00:00:00. PRIME |            | CLOUD DRIVE                  | 421         | 1,332,482,966.000 |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-07-21 00:00:00. PRIME |            | CLOUD DRIVE APP              | 10          | 10.000            |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-07-22 00:00:00. PRIME |            | CLOUD DRIVE                  | 205         | 867,380,061.000   |

| prime_customer_id_hashed         | usage_day_local      | usage_type | engagement_name | usage_count | usage_quantity     |
|----------------------------------|----------------------|------------|-----------------|-------------|--------------------|
| a3640636d7ce3715e2566b75f6d0a153 | 2024-07-22 00:00:00. | PRIME      | CLOUD DRIVE APP | 4           | 4.000              |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-07-23 00:00:00. | PRIME      | CLOUD DRIVE APP | 6           | 6.000              |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-07-23 00:00:00. | PRIME      | CLOUD DRIVE     | 2,707       | 12,166,963,302.000 |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-07-25 00:00:00. | PRIME      | CLOUD DRIVE     | 687         | 2,641,373,824.000  |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-07-25 00:00:00. | PRIME      | CLOUD DRIVE APP | 4           | 4.000              |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-07-26 00:00:00. | PRIME      | CLOUD DRIVE     | 15          | 54,377,376.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-07-26 00:00:00. | PRIME      | CLOUD DRIVE APP | 2           | 2.000              |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-07-27 00:00:00. | PRIME      | CLOUD DRIVE     | 1           | 5,701,475.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-07-27 00:00:00. | PRIME      | CLOUD DRIVE APP | 2           | 2.000              |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-07-28 00:00:00. | PRIME      | CLOUD DRIVE     | 30          | 102,313,119.000    |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-07-29 00:00:00. | PRIME      | 1-Day           | 1           | 9.000              |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-07-29 00:00:00. | PRIME      | CLOUD DRIVE     | 14          | 27,742,411.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-07-31 00:00:00. | PRIME      | CLOUD DRIVE     | 16          | 17,751,596.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-01 00:00:00. | PRIME      | CLOUD DRIVE     | 42          | 106,190,501.000    |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-01 00:00:00. | PRIME      | 1-Day           | 2           | 4.000              |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-02 00:00:00. | PRIME      | CLOUD DRIVE     | 19          | 61,701,284.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-02 00:00:00. | PRIME      | CLOUD DRIVE APP | 2           | 2.000              |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-04 00:00:00. | PRIME      | CLOUD DRIVE     | 54          | 208,393,995.000    |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-05 00:00:00. | PRIME      | CLOUD DRIVE     | 15          | 30,262,172.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-10 00:00:00. | PRIME      | 1-Day           | 1           | 1.000              |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-10 00:00:00. | PRIME      | 1-Day           | 1           | 1.000              |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-11 00:00:00. | PRIME      | CLOUD DRIVE     | 171         | 598,713,909.000    |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-11 00:00:00. | PRIME      | CLOUD DRIVE APP | 2           | 2.000              |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-12 00:00:00. | PRIME      | CLOUD DRIVE     | 28          | 121,097,256.000    |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-13 00:00:00. | PRIME      | CLOUD DRIVE     | 5           | 3,023,880.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-14 00:00:00. | PRIME      | CLOUD DRIVE     | 15          | 63,455,390.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-15 00:00:00. | PRIME      | CLOUD DRIVE     | 18          | 13,663,450.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-16 00:00:00. | PRIME      | CLOUD DRIVE     | 22          | 132,962,933.000    |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-17 00:00:00. | PRIME      | CLOUD DRIVE     | 1           | 192,274.000        |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-17 00:00:00. | PRIME      | CLOUD DRIVE APP | 4           | 4.000              |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-18 00:00:00. | PRIME      | CLOUD DRIVE     | 8           | 27,798,664.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-18 00:00:00. | PRIME      | CLOUD DRIVE APP | 2           | 2.000              |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-19 00:00:00. | PRIME      | CLOUD DRIVE     | 53          | 29,374,975.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-20 00:00:00. | PRIME      | CLOUD DRIVE     | 19          | 4,286,149.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-21 00:00:00. | PRIME      | CLOUD DRIVE     | 12          | 9,934,439.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-22 00:00:00. | PRIME      | CLOUD DRIVE APP | 4           | 4.000              |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-22 00:00:00. | PRIME      | CLOUD DRIVE     | 5           | 1,589,922.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-23 00:00:00. | PRIME      | 1-Day           | 1           | 2.000              |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-23 00:00:00. | PRIME      | CLOUD DRIVE     | 13          | 49,159,812.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-23 00:00:00. | PRIME      | 1-Day           | 1           | 2.000              |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-24 00:00:00. | PRIME      | CLOUD DRIVE     | 397         | 4,339,090,761.000  |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-25 00:00:00. | PRIME      | CLOUD DRIVE     | 9           | 3,086,944.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-26 00:00:00. | PRIME      | CLOUD DRIVE     | 13          | 35,819,523.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-27 00:00:00. | PRIME      | CLOUD DRIVE     | 10          | 25,711,842.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-28 00:00:00. | PRIME      | CLOUD DRIVE     | 23          | 58,744,952.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-30 00:00:00. | PRIME      | CLOUD DRIVE     | 6           | 11,455,096.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-08-31 00:00:00. | PRIME      | CLOUD DRIVE     | 2           | 265,873.000        |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-01 00:00:00. | PRIME      | CLOUD DRIVE     | 17          | 118,864,367.000    |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-01 00:00:00. | PRIME      | CLOUD DRIVE APP | 2           | 2.000              |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-03 00:00:00. | PRIME      | CLOUD DRIVE     | 14          | 31,019,881.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-04 00:00:00. | PRIME      | CLOUD DRIVE     | 9           | 26,104,962.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-06 00:00:00. | PRIME      | CLOUD DRIVE     | 8           | 15,507,551.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-07 00:00:00. | PRIME      | PRIME VIDEO     | 7           | 6,484.466          |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-07 00:00:00. | PRIME      | CLOUD DRIVE     | 40          | 74,073,678.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-08 00:00:00. | PRIME      | CLOUD DRIVE     | 2           | 431,476.000        |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-09 00:00:00. | PRIME      | CLOUD DRIVE     | 139         | 720,998,542.000    |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-10 00:00:00. | PRIME      | CLOUD DRIVE     | 13          | 58,890,589.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-11 00:00:00. | PRIME      | 1-Day           | 1           | 2.000              |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-11 00:00:00. | PRIME      | 1-Day           | 1           | 1.000              |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-11 00:00:00. | PRIME      | CLOUD DRIVE     | 21          | 24,458,558.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-12 00:00:00. | PRIME      | CLOUD DRIVE     | 16          | 5,673,288.000      |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-13 00:00:00. | PRIME      | CLOUD DRIVE     | 37          | 99,686,566.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-14 00:00:00. | PRIME      | CLOUD DRIVE APP | 4           | 4.000              |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-14 00:00:00. | PRIME      | CLOUD DRIVE     | 15          | 34,449,382.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-15 00:00:00. | PRIME      | CLOUD DRIVE     | 47          | 462,463,501.000    |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-16 00:00:00. | PRIME      | CLOUD DRIVE     | 21          | 41,312,956.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-17 00:00:00. | PRIME      | CLOUD DRIVE     | 6           | 20,529,454.000     |

| prime_customer_id_hashed         | usage_day_local            | usage_type | engagement_name | usage_count | usage_quantity  |
|----------------------------------|----------------------------|------------|-----------------|-------------|-----------------|
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-18 00:00:00. PRIME |            | CLOUD DRIVE     | 11          | 30,095,435.000  |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-19 00:00:00. PRIME |            | CLOUD DRIVE     | 15          | 17,376,218.000  |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-20 00:00:00. PRIME |            | CLOUD DRIVE     | 2           | 152,559.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-09-21 00:00:00. PRIME |            | CLOUD DRIVE     | 1           | 1,216,953.000   |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-03 00:00:00. PRIME |            | CLOUD DRIVE     | 239         | 587,002,944.000 |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-03 00:00:00. PRIME |            | CLOUD DRIVE APP | 2           | 2.000           |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-04 00:00:00. PRIME |            | CLOUD DRIVE     | 43          | 96,122,169.000  |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-05 00:00:00. PRIME |            | CLOUD DRIVE     | 25          | 113,605,116.000 |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-06 00:00:00. PRIME |            | CLOUD DRIVE     | 4           | 1,124,518.000   |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-07 00:00:00. PRIME |            | CLOUD DRIVE     | 46          | 314,272,905.000 |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-08 00:00:00. PRIME |            | CLOUD DRIVE     | 12          | 8,763,903.000   |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-09 00:00:00. PRIME |            | CLOUD DRIVE     | 11          | 3,895,357.000   |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-10 00:00:00. PRIME |            | CLOUD DRIVE     | 15          | 15,571,244.000  |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-11 00:00:00. PRIME |            | CLOUD DRIVE     | 1           | 167,189.000     |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-12 00:00:00. PRIME |            | CLOUD DRIVE     | 10          | 4,023,373.000   |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-13 00:00:00. PRIME |            | CLOUD DRIVE     | 17          | 22,934,436.000  |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-14 00:00:00. PRIME |            | CLOUD DRIVE     | 24          | 63,390,352.000  |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-15 00:00:00. PRIME |            | CLOUD DRIVE     | 19          | 35,386,460.000  |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-16 00:00:00. PRIME |            | CLOUD DRIVE     | 15          | 9,018,731.000   |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-17 00:00:00. PRIME |            | CLOUD DRIVE     | 10          | 23,689,664.000  |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-18 00:00:00. PRIME |            | CLOUD DRIVE     | 27          | 12,076,382.000  |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-19 00:00:00. PRIME |            | CLOUD DRIVE     | 25          | 14,642,939.000  |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-20 00:00:00. PRIME |            | CLOUD DRIVE     | 20          | 14,513,373.000  |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-21 00:00:00. PRIME |            | CLOUD DRIVE     | 10          | 16,756,864.000  |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-22 00:00:00. PRIME |            | CLOUD DRIVE     | 8           | 5,528,998.000   |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-22 00:00:00. PRIME |            | 3-5 Day         | 1           | 1.000           |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-23 00:00:00. PRIME |            | CLOUD DRIVE     | 25          | 38,892,194.000  |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-24 00:00:00. PRIME |            | CLOUD DRIVE     | 93          | 839,120,511.000 |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-25 00:00:00. PRIME |            | CLOUD DRIVE     | 10          | 4,380,081.000   |
| a3640636d7ce3715e2566b75f6d0a153 | 2024-10-26 00:00:00. PRIME |            | CLOUD DRIVE     | 55          | 287,926,631.000 |
| a3640636d7ce3715e2566b75f6d0a153 | 2025-02-18 00:00:00. PRIME |            | PRIME VIDEO     | 2           | 630.054         |

SUPERIOR COURT  
(Class Actions)

DISTRICT OF MONTRÉAL  
No.: 500-06-001428-255

**PIERRE GAUDREAU**

Plaintiffs

v.

**AMAZON.COM.CA, ULC**

-and-

**AMAZON TECHNOLOGIES INC.**

-and-

**AMAZON.COM, INC.**

Defendants

APPLICATION OF THE DEFENDANTS  
AMAZON.COM.CA, ULC, AMAZON  
TECHNOLOGIES INC. AND AMAZON.COM, INC.  
FOR LEAVE TO ADDUCE RELEVANT EVIDENCE  
AND, SUBSIDIARILY, TO EXAMINE PLAINTIFFS  
PIERRE GAUDREAU AND LÉA GAGNON  
(Articles 574, 575, 18 and 19 CCP)

ORIGINAL

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Mtre. Stéphane Pitre

Mtre. Amanda Afeich

Mtre. Amély Lewis

File: 564644.000284